

FIELD SERVICES OPPORTUNITIES IN THE ELECTRONIC OFFICE MARKET

INPUT

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# INPUT

Planning Services for Management



RACAL-MILGO LIMITED

Y-RAC  
1983  
C.1

# TITLE FIELD SERVICES OPPORTUNITIES IN THE ELECTRONIC OFFICE MARKET

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FIELD SERVICE OPPORTUNITIES IN THE ELECTRONIC OFFICE MARKET

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## I INTRODUCTION





## I INTRODUCTION

- The market for electronic office services in the United Kingdom, as in the United States, is, potentially, the fastest growing and most lucrative in the information processing industry.
- The demand for these services greatly exceeds the supply of resources, primarily owing to a lack of definition of user requirements as well as vendor capabilities. One of the most promising new markets for existing information processing service organisations is in the ELECTRONIC OFFICE. The electronic office includes:
  - Datacommunications Equipment
    - . Modems
    - . Multiplexers
    - . Concentrators
    - . Line Splitters
  - Office Products Equipment
    - . PDX
    - . PBX (etc)
    - . Personal Computers
    - . Word Processors
    - . Work Stations
    - . Teletext
    - . Copiers/Fax
- The electronic office services business can represent minimum incremental investments in capital and personnel for Racal-Milgo's maintenance organisation because:

- Racal-Milgo is technically capable of handling a variety of problems outside datacommunications because of the depth of its training, experience and knowledge.
- Racal-Milgo, like other organisations, is finding more and more "available" time because of the increase in more-technically advanced and reliable products requiring less repair time.
- INPUT Limited herein provides further definition of the electronic office services market in the United Kingdom with the goal of identifying and targetting new business opportunities for Racal-Milgo Limited.

#### A. OBJECTIVE

- The objective of this study is to produce a current analysis, with trends, for the definition, development and exploitation of the electronic office services market for Racal-Milgo. Currently perceived characteristics of electronic office services requirements include:
  - An understanding of terms and conditions, products and services are developed to reveal common and uncommon characteristics of services, from the users' perspective.
  - Perceptions and understandings analysed by market segments.
- The value of electronic office services and marketing requirements include:
  - Electronic office services descriptions reflecting respondents' perceptions and ideas.

- Identifiable elements of electronic office services analysed in terms of its relative value to prospective Racal customers.
- Pricing strategies and alternatives.

## B. METHODOLOGY AND SCOPE

- Sources of data for this electronic office services market research study includes a cross section of information processing users throughout the United Kingdom including current Racal-Milgo customers who also have one or more electronic office components presently in use.
  - Specifically, INPUT Limited, in conjunction with its 1983 Annual Report research, already gathered a list of 68 Racal-Milgo customers throughout the United Kingdom, 62% of whom have electronic office equipment.
  - Twenty-five Racal-Milgo users in this group were the basis for the study. Completed questionnaires are found in the Appendix. Interviews were by telephone and respondents' identity has been protected as has Racal-Milgo Limited. The list of respondents is shown in Exhibit I-1. Titles of respondents are shown in Exhibit I-2.
- Additionally, a rough order of magnitude sales or revenue volume forecast is developed based on respondents' requirements.
  - Feedback from customers regarding their requirements for electronic office services including information which provides guidance for effective marketing methods for promoting electronic office services and reaching the maximum or optimum market targets.

EXHIBIT I-1

LIST OF RESPONDENTS

1. THORN-EMI
2. ICI
3. PHILIP MORRIS
4. UNITED GLASS
5. DART CONTAINER LINE
6. PRESTIGE GROUP
7. NEM INSURANCE
8. FIRTH CARPETS
9. BOOTS
10. VICTORY INSURANCE
11. MANULIFE
12. STOTHERT & PITT
13. EAST MIDLAND ALLIED PRESS
14. CCI
15. PRIME
16. BROSELEY ESTATES
17. SCHERING CHEMICALS
18. CAMBRIDGE CO-OP SOCIETY
19. FIAT AUTO
20. NORTH YORKS
21. PRESS CONSTRUCTION
22. SILCOCK & COLLING
23. SANDERSON KAYSER
24. RENAULT UK
25. MANN & SON (INT'L) LTD



## EXHIBIT I-2

### TITLES OF RESPONDENTS

Operations and Service Manager  
Computer Planning and Operations Controller  
Technical Support Specialist  
Senior Operating Analyst  
Systems Planning Manager  
Director of Management Services  
Data Processing Operations Manager (2)  
Data Processing Manager (6)  
Computer Operations Managers  
Assistant Director, Systems  
Manager, Computer Services (2)  
Computer Manager  
Systems Manager  
Manager of International Services  
Computer Operator  
Corporate Data Processing Manager  
Chief Accountant  
Group Administration Manager



## II EXECUTIVE SUMMARY





## II EXECUTIVE SUMMARY

### A. KEY CONCLUSIONS

- Exhibit II-1 summarises the key conclusions from the study. The market for providing datacommunications and office products combined service is especially good.
  - Fifty-six percent of the respondents indicated a positive attitude towards changing to a single office equipment maintenance vendor.
  - This is a significantly large percentage. In INPUT's 1983 report The Third Party Maintenance Market in Europe the ratio of users interested in TPM represented only 31% of the European user base.
  - Users are interested because of the potential savings in:
    - . Administrative effort
    - . Costs.
- One of the mandatory prerequisites for considering an independent office products maintainer is that of a good reputation and image for quality.
  - Racal-Milgo, based upon customer feedback from this and an earlier INPUT study, has achieved this position.
- The results of the research indicate a very large potential market in personal computers and work stations. The volumes of these products in use with the respondent base are the key to their attractiveness as service targets.

## EXHIBIT II-1

### CONCLUSIONS

- There is a definite market available to Racal-Milgo for maintaining electronic office products.
- Racal-Milgo's service image is good (A definite need from prospects).
- Personal Computer service is the single best prospect. £1.2 million to £2.4 million potential. PBX is least promising.
- Prospects need hard line sales and marketing efforts to convert to blanket service.
- Three approaches exist:
  - Racal-Milgo as service manager
  - Racal-Milgo actually repairs
  - Racal-Milgo stocks major units and swaps
- Serendipity: More hardware sales because Racal is on site.

- While the demand and interest in blanket electronic office service are high and as a target of £3.6 million seems realistic, the most important factor in pursuit of this is marketing and sales.
  - Customers obviously want an alternative to manufacturers' service or a reduced number of maintainers.
  - They have to be sold. Soft selling and order taking won't work. What's needed is 'direct contact with customers' decisionmakers (influencers).
    - . Crisp definitions of the benefits to be gained (more flexibility, better, cheaper etc.)
    - . Continuous work and results on improving service image.
- Three approaches exist for Racal-Milgo to consider in pursuit of this market:
  - Racal-Milgo as service Manager:
    - . Single contact for customer, dealing directly with other maintenance vendors
    - . No added resource required
    - . A management fee is appropriate.
  - Racal-Milgo as the first level of service:
    - . Racal becomes trained and stocks spare parts
    - . Handles 80-90% of trouble calls
    - . Relies on manufacturer for backup, spare parts, repairs, field changes, training etc.
  - Racal-Milgo as the swapper:
    - . Replaces inoperable units with good ones
    - . Keeps the pipeline full between manufacturer and customer
    - . Minimum technical skill required as dispatch or delivery or delivery person is the labour required.

- The increased presence of Racal-Milgo on the customer site, particularly if the option to maintain competitors' devices was implemented, would have a serendipitous effect in that more Racal-Milgo hardware could be sold. A sales coup.
- Racal-Milgo's foresight in studying this market is wise. For certain, with this great a potential others will soon be examining it and eventually someone will give it a try.

## B. RECOMMENDATIONS

- Recommendations are summarised in Exhibit II-2. Racal-Milgo, with the size and potential of the market indicated, should definitely pursue blanket service for datacommunications and office products service as business opportunity.
  - The next step, which INPUT could quickly and readily perform, would be to contact the respondents with a more definitive schedule of options and making respondents aware that Racal-Milgo is the client thinking of supplying the service.
  - This would be followed by a few on-site interviews with Racal-Milgo management in attendance.
  - As long as INPUT is involved Racal-Milgo's ultimate decision to pursue or not pursue the idea could be based on "independent" advice protecting it against any negative surprises.
- The next matter that has to be addressed is the readiness, willingness and ability of the manufacturers and current service vendors to cooperate in supplying Racal-Milgo with the wherewithal to proceed. This means knowledge, parts, training, documentation and back-up. Again, INPUT could tactfully and efficiently assist in this pursuit.
- A formal business plan document with refined forecasts of revenues, costs, strategies, risks and schedules should be developed including provision for a measurable pilot test implementation.

## EXHIBIT II-2

### RECOMMENDATIONS

- . Pursue electronic office service business
  
- . Investigate relationships with other vendors:
  - Spare parts
  - Training
  - Documentation
  
- . Pilot test blanket maintenance approach



### III FINDINGS





### III FINDINGS

#### A. CHARACTERISTICS OF ELECTRONIC OFFICE SERVICES MARKET

- Many different manufacturers' equipment is located at sites interviewed as shown in Exhibit III-1. A total of 49 separate manufacturers, in addition to Racal-Milgo, was represented.
- Exhibit III-2 summarises the datacommunications equipment included in the survey. Datacommunications included modems, multiplexers, digital switching, local area networks and "other" items.
  - Other items included products which respondents included in their collective definitions of datacommunications:
    - . Concentrators
    - . Communication controller
    - . Line splitter
    - . Line driver
    - . Cabling
    - . Test bed
    - . Line/modem splitter.
  - 608 modem units were represented, 352 of which were non-Racal.
    - . Racal-Milgo has the best average response time.
    - . Most modems are on contract service and get 24 hour response time.
  - A relatively small number of multiplexers were included all of which were under contract service and receiving same day or better service.

EXHIBIT III-1

MANUFACTURERS INCLUDED IN SURVEY

<u>Manufacturer</u>	<u>No. of Sites</u>
Racal-Milgo	25
British Telecom	14
IBM	13
Apple	5
Commodore	5
Act	4
ICL	4
Wordplex	4
Honeywell	3
ITT	3
Wang	3
7 other manufacturers, each	2
32 additional manufacturers, each	1

Source: Input Survey  
25 Racal-Milgo Users

EXHIBIT III-2

DATAKOM EQUIPMENT

<u>Type</u>	<u>Manufacturer</u>	<u>No. of Units</u>	<u>Type of Service</u>	<u>Average Response</u>
Modems	Racal	252	Contract	9 hours
	Racal	36	T & M	13 hours
	Datatec	125	Self	-
	B-T	52	Contract	12 hours
	SEL	50	Contract	24 hours
	Master Systems	50	T & M	-
	Timeplex	32	Contract	24 hours
	Others (Micom, ICL, STC, Codex)	11	Contract	24 hours
Multiplexers	Racal	2	Contract	3 hours
	Onini	1	Contract	11 hours
	DGC	6	Contract	12 hours
Digital Switch	ICL	32	Contract	-
LAN	Corvus	1	Contract	1 hour
Other:				
Concentrators	) Honeywell, ITT, )			
Comm Controller	) Tandem Racal )			
Line Splitter	) Telephone Rentals )	15	Contract	12 hours
Line Driver	)			
Cabling	)			
Test Bed	)			
Line/Modem	)			
Sharing	)			

(Only 1 instance of non-manufacturer service telephone rentals for Racal and BT)

Source: Input Survey  
25 Racal-Milgo Users

- The only digital switch manufacturer in the sample was ICL and only 1 local area network was represented.
- There is only 1 instance of non-manufacturer service.
- Office products include PDX, PBAX, PBX, personal computers, work stations, word processors, teletext (future), fax and "other" units as indicated by respondents.
  - Exhibit III-3 shows the types of PDX and PBX equipment co-located with Racal-Milgo hardware. Response times are short and most service is through contracts.
  - Exhibit III-4 indicates a variety of personal computers at Racal-Milgo sites. There is a large quantity, 629, represented with a combination of contract arrangements. The average response for micros is quite brief and reflects sites in a business or commercial environment. Personal computers in a home or smaller business environment typically receive a minimum of 24 hour response even under contract.
  - Characteristics of work stations and word processors which are located at Racal-Milgo sites are shown in Exhibit III-5. Most service is provided by contract with same day or better response.
  - A small number of teletext and fax units are listed in Exhibit III-6 with respondents' perceptions of other types of products that should be included in electronic office equipment.
- Generally, service is delivered by contracted coverage for all electronic office equipment. Exhibit III-7 shows this. There will be future pressures to expand contract service options with alternatives such as the "retainer" which will be explained later.

# EXHIBIT III-3

## OFFICE PRODUCTS EQUIPMENT

<u>Type</u>	<u>Manufacturer</u>	<u>No. of Units</u>	<u>Type of Service</u>	<u>Average Response</u>
PDX	Thorn-EMI	-	-	-
	B-T	2	Contract	1½ hours
	IBM	1	Contract	4 hours
PBX, PABX etx	B-T	9	Contract	6 hours
	IBM*	1	Contract	½ hour
	Reliance*	1	Contract	¼ hour
	STC	1	Contract	
	Philips*	1	Contract	4 hours
	ITT*	1	-	-

\*Non Manufacturer Service Included

Source: Input Survey  
25 Racal-Milgo Users

# EXHIBIT III-4

## OFFICE PRODUCTS EQUIPMENT (continued)

Type	Manufacturer	No. of Units	Type of Service	Average Response
Personal Computers	Apple*	10	Contract	2 hours
	Commodore*	108	Contract	12 hours
	Others	225	Contract	12 hours
	IBM*	9	TBD & Contract	3 hours
	TI + Others	12	T & M	-
	Act Sirius	107	Send back	-
	Sharp	1	-	-
	Tandy	3	Return	-
	H-P	50	Contract	8 hours
	Olivetti	2	Contract	4 hours
	Zilog	2	T & M	48 hours
	BBC	100	-	-

\*Non Manufacturer Service Included

Source: Input Survey  
25 Racal-Milgo Users

EXHIBIT III-5

OFFICE PRODUCT EQUIPMENT (continued)

<u>Type</u>	<u>Manufacturer</u>	<u>No. of Units</u>	<u>Type of Service</u>	<u>Average Response</u>
Work Stations	DEC*	9	Contract	12 hours
	ICL	54	Contract	3 hours
	Honeywell	50	Contract	1/4 hour (on site)
	IBM	107	Contract	8 hours
	Tandem	6	Contract	24 hours
	Lear Singles*	18	T & M	24 hours
	Memorex	32	Contract	9 hours
	ICL	15	Contract	1/4 hour
	H-P	30	Contract	8 hours
	Prime	15	Contract	24 hours
	Sperry	45	Contract	6 hours
	Others	60	Contract	9 hours
	Honeywell	4	Contract	1/4 hour (on site)
	Nexos*	10	Contract	3 hours
	Wang	8	Contract	-
Word Processors	Wordplex	19	Contract	6 hours
	Philips	1	Contract	1 day
	IBM	24	Contract	8 hours
	H-P	1	Contract	8 hours
	Xerox	12	Contract	12 hours
	Vydec	1		
	Adler*	1	T & M	8 hours
	Sperry	4	Contract	8 hours

\*Non Manufacturer Service Included

Source: Input Survey  
25 Racal-Milgo Users

EXHIBIT III-6

OFFICE PRODUCTS EQUIPMENT (continued)

<u>Type</u>	<u>Manufacturer</u>	<u>No. of Units</u>	<u>Type of Service</u>	<u>Average Response</u>
Teletex	B-T	1	Contract	-
Fax	3M	14	Contract	30 hours
	Kalleinfotech	3	Contract	24 hours
	Canon	2	Contract	1 day
	STC	1	T & M	24 hours
	Panasonic	1	Contract	-
Other				
T.V.'s	Radio Rentals			
Colour Printer	View Data	225	Contract	24 hours
	IBM	1	Contract	1 day
	Lear Single Agent	1	T & M	24 hours
Hand held terminals CAD	Datapart & MSI	114	Send back	3-4 weeks
	Radon	1	Contract	1 day

Source: Input Survey  
25 Racal-Milgo Users



## EXHIBIT III-7

### TYPES OF SERVICE OFFERED

<u>Type</u>	<u>Mentions</u>
Contract	93
T & M	17
Send back	5
Pick up	1

Source: Input Survey  
25 Racal-Milgo Users

- Nearly all of the equipment is maintained by the manufacturer. There are 9 instances where some other arrangement is used, including PC's. Although some TPM was in place there was evidence of internal field maintenance by large organisations such as ICI.

The maintenance support of PC's seemed to be handled by the distributors or dealers of that equipment.

- Exhibits III-8 through III-13 summarise relative quality of service performance scores by manufacturers of each type of equipment included within the electronic office.

- These responses were part of INPUT's 1983 Annual Report research.

- Racal-Milgo received very respectable scores from its users both in comparison with its competitors as well as non-competitive manufacturers or service vendors.

- Racal-Milgo undevitably has a very high reputation for the reliability of its kit - one respondent commented though that 'what makes up for their deficiencies'. These were itemised as:

- reluctance of engineers to visit site when there is a problem
- poor invoicing
- poor administration (did not know where kit was).

- Other criticism related to the test routines which the user conducts prior to an engineer being prepared to visit the site - 'they can always seem to come up with another test' a user commented. It would only be fair to point out that another user thought that these telephone conversations were a great system and wanted the idea extended to other kit.

EXHIBIT III-8

QUALITY OF SERVICE - DATA COMMUNICATIONS

	<u>Racal-Milgo</u>	<u>Datatec</u>	<u>DCE</u>	<u>BT</u>	<u>Micom</u>	<u>Codex</u>	<u>SEL</u>	<u>Timeplex</u>
Overall quality of service	7	4	2	5	8	8	7	8
Quality of engineers	7	4	3	6	8	7	5	5
Quality of service management	7	4	5	7	8	7	5	5
Availability of spare parts	7	4	4	6	8	5	5	6
Software support capability	5	3	4	6	-	7	-	6
Preventive maintenance effectiveness	6	3	1	1	-	7	-	-
Remote diagnostics	7	4	1	3	-	8	5	6
Quality of information & communication	5	4	5	4	5	6	6	6
Value of service compared to price	7	4	2	3	5	8	7	6
Quality of marketing & salesmen	6	3	7	5	5	7	6	6
Product reliability	9	5	2	7	8	9	7	8

Source: Input Survey

Quality of Service: 1 = Low    5 = Average    10 = Excellent

EXHIBIT III-9

QUALITY OF SERVICE

OFFICE PRODUCTS - PERSONAL COMPUTERS

	<u>Apple</u>	<u>Commodore</u>	<u>Sirius</u>	<u>Tandy</u>	<u>Hewlett-Packard</u>
Overall quality of service	5	4	5	4	10
Quality of engineers	5	4	6	4	10
Quality of service management	6	2	4	4	10
Availability of spare parts	6	2	6	3	9
Software support capability	5	2	5	2	7
Preventive maintenance effectiveness	6	2	5	-	9
Remote diagnostics	6	4	1	-	-
Quality of information & communication	6	4	5	5	7
Value of service compared to price	6	2	6	5	9
Quality of marketing & salesmen	5	2	8	-	1
Product reliability	6	4	8	3	10

Source: Input Survey

Quality of Service: 1 = Low    5 = Average    10 = Excellent

EXHIBIT III-10

QUALITY OF SERVICE

OFFICE PRODUCTS - WORD PROCESSORS

	<u>Honeywell</u>	<u>Nexos</u>	<u>IBM</u>	<u>Wang</u>	<u>Wordplex</u>	<u>Xerox</u>	<u>Vydec</u>	<u>Adler</u>
Overall quality of service	3	5	8	6	8	3	7	4
Quality of engineers	4	5	6	6	8	3	7	5
Quality of service management	3	5	6	6	8	3	6	5
Availability of spare parts	2	5	8	6	7	5	7	5
Software support capability	2	4	8	3	8	-	8	1
Preventive maintenance effectiveness	3	5	8	5	8	5	8	1
Remote diagnostics	3	-	6	5	4	-	6	1
Quality of information & communication	3	3	7	7	6	2	6	1
Value of service compared to price	3	3	7	6	6	2	6	5
Quality of marketing & salesmen	3	-	8	5	8	9	7	4
Product reliability	4	9	8	8	8	5	8	5

Source: Input Survey

Quality of Service: 1 = Low    5 = Average    10 = Excellent

# EXHIBIT III-11

## QUALITY OF SERVICE

### OFFICE PRODUCTS - WORK STATIONS

	Honeywell	Telex	Memorex	ICL	IBM
Overall quality of service	4	7	6	7	7
Quality of engineers	3	7	7	8	7
Quality of service management	3	-	7	6	7
Availability of spare parts	3	5	8	6	7
Software support capability	3	-	7	4	8
Preventive maintenance effectiveness	3	-	7	5	8
Remote diagnostics	3	-	8	6	8
Quality of information & communication	3	-	9	6	7
Value of service compared to price	4	-	8	5	7
Quality of marketing & salesmen	4	-	8	6	6
Product reliability	4	-	9	8	8

Source: Input Survey

Quality of Service: 1 = Low 5 = Average 10 = Excellent

EXHIBIT III-12

QUALITY OF SERVICE

OFFICE PRODUCTS - PBAX

	<u>BT</u>	<u>IBM</u>	<u>STC</u>	<u>Philips</u>
Overall quality of service	5	7	5	6
Quality of engineers	7	7	5	6
Quality of service management	7	7	5	6
Availability of spare parts	6	7	5	6
Software support capability	8	8	-	5
Preventive maintenance effectiveness	5	7	5	1
Remote diagnostics	3	-	1	1
Quality of information & communication	3	7	5	4
Value of service compared to price	5	7	1	5
Quality of marketing & salesmen	5	7	1	3
Product reliability	4	-	5	7

Source: Input Survey

Quality of Service: 1 = Low    5 = Average    10 = Excellent

EXHIBIT III-13

QUALITY OF SERVICE

OFFICE PRODUCTS - COPIERS

	<u>Xerox</u>	<u>ITT</u>	<u>Panasonic</u>
Overall quality of service	6	7	7
Quality of engineers	6	4	7
Quality of service management	6	5	6
Availability of spare parts	7	5	2
Software support capability	7	5	1
Preventive maintenance effectiveness	6	5	1
Remote diagnostics	1	5	1
Quality of information & communication	5	3	1
Value of service compared to price	6	8	2
Quality of marketing & salesmen	6	5	4
Product reliability	7	8	8

Source: Input Survey

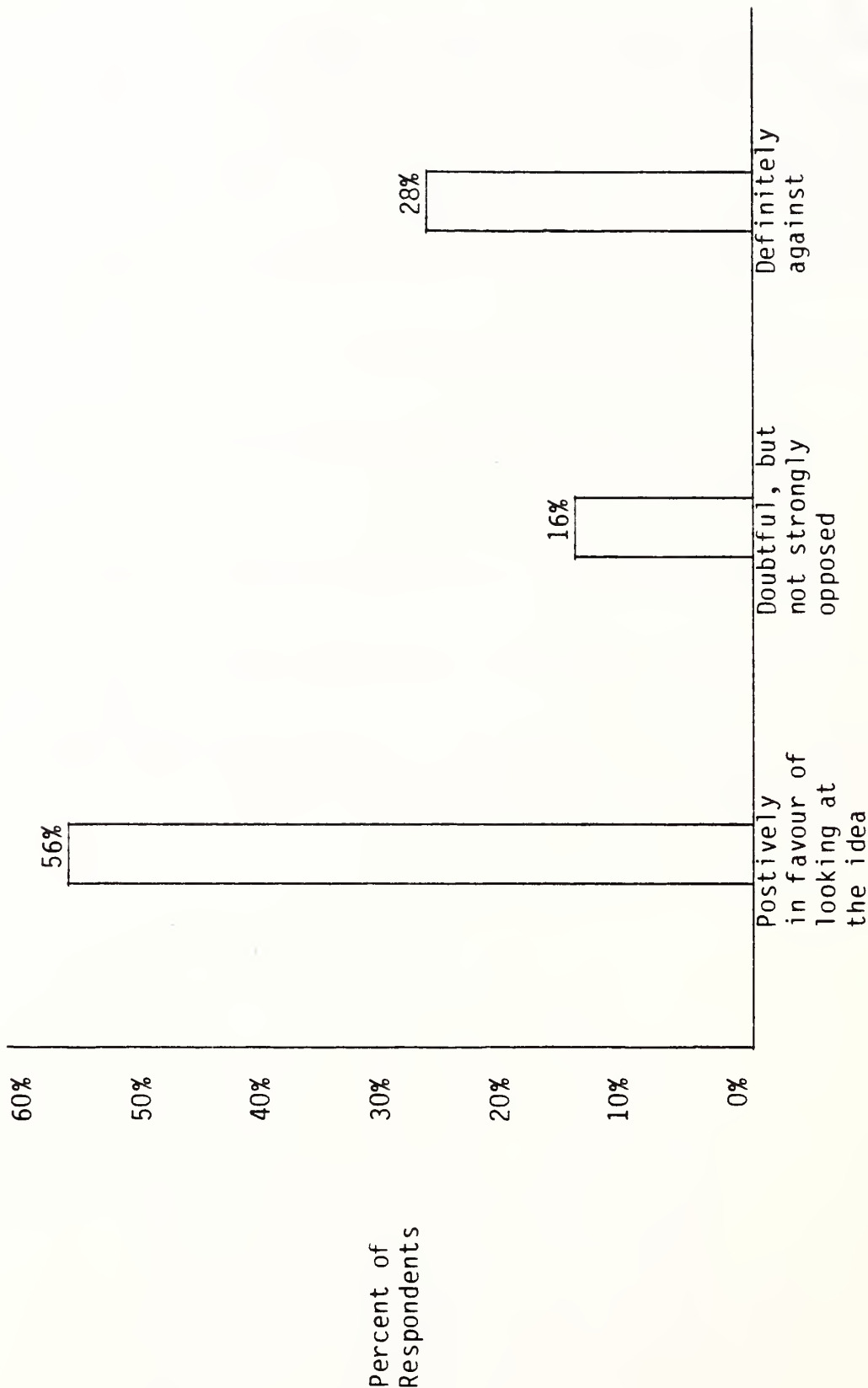
Quality of Service: 1 = Low    5 = Average    10 = Excellent



- These were isolated comments but nevertheless may contain some food for thought.
- The response to the vital question regarding the users' needs for a blanket electronic office service contract was, in general terms, quite positive. Most respondents were happy to contemplate going to independent maintenance sources for this type of equipment. The overall impression gained though was that inclusion of the central computer would increase the attractiveness of the idea.
- Exhibit III-14 summarises the result:
  - 14 of the 25 respondents (56%) were positively in favour of looking at the idea.
  - 4 were doubtful, but not strongly against it (16%).
  - 7 (28%) were definitely against the idea.
- Reasons given for accepting or rejecting the proposal were varied but included those listed in Exhibit III-15.

# EXHIBIT III-14

## POTENTIAL MARKET FOR NEW OFFICE PRODUCTS MAINTENANCE



"...would you consider a blanket, all in one, maintenance contract for you datacommunications equipment and office products equipment."

Source: Input Survey  
25 Racal-Milgo Users

USER RATIONALE FOR ACCEPTING/REJECTING A SINGLE ELECTRONIC OFFICE MAINTAINER

<u>Acceptance</u>	<u>Rejection</u>
"Honeywell maintenance is very expensive"	"Most of the kit is from a company within the group"
"If cheaper for equally good service"	"Equipment is leased/rented"
".....depends on what is proposed"	"Essential that maintenance is done by supplier"
".....judged on cost effectiveness, quality of service and engineer effectiveness"	"Not sufficient variety to make it worthwhile"

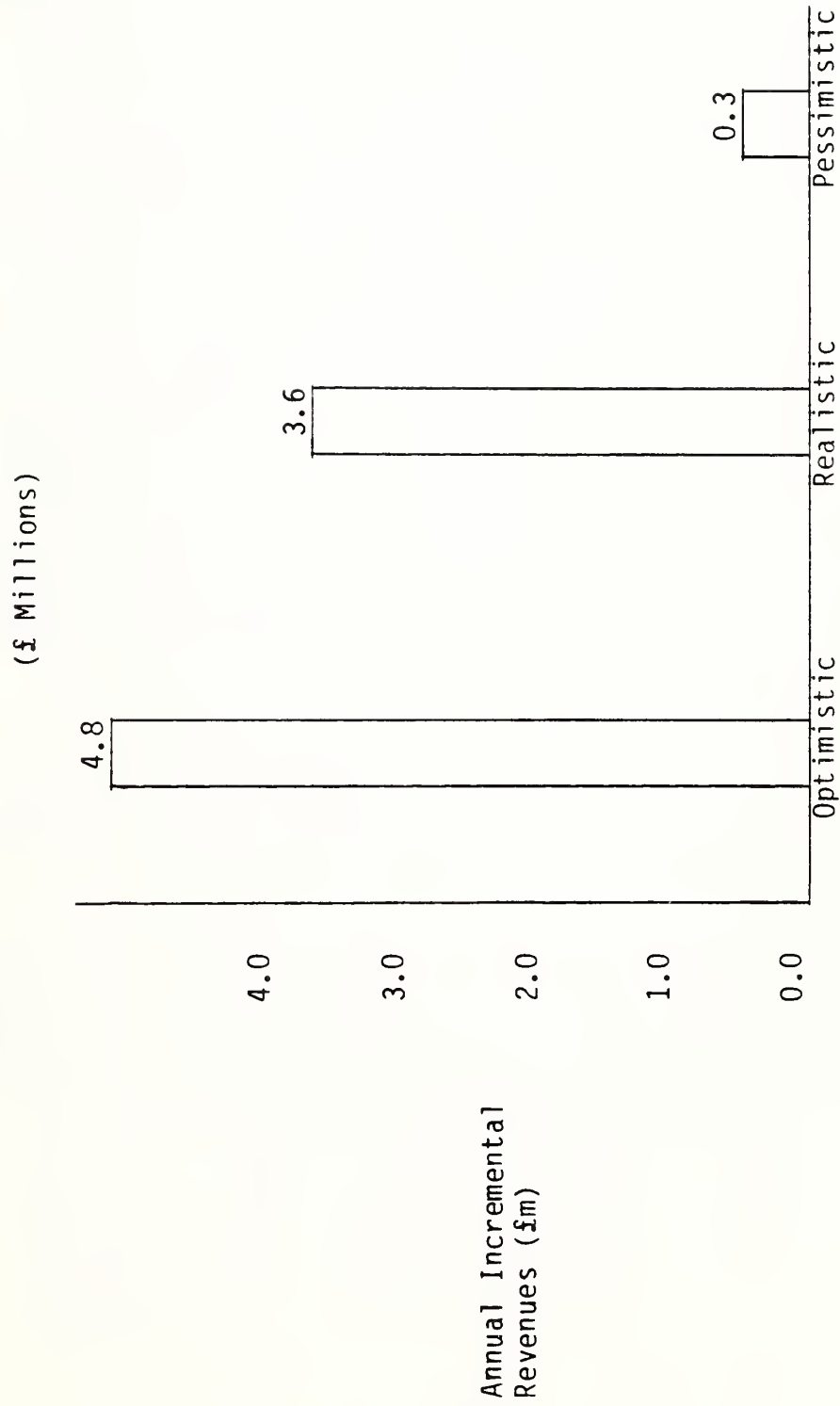
Source: Input Survey  
25 Racal-Milgo Users

## B. THE NEED AND VALUE OF ELECTRONIC OFFICE SERVICES

- There is a lively market for blanket maintenance of electronic office equipment for Racal-Milgo, as indicated by users. INPUT has provided a rough order of magnitude projection of added or incremental revenues available from this market. Optimistic, realistic and pessimistic estimates are shown in Exhibit III-16.
  - Annual maintenance revenues could be increased as much as £4.8 million with the bottom of the range at £300,000.
  - A realistic target would be £3.6 million.
  - It would probably take 12 to 18 months to build the business to these levels depending on:
    - . Method of implementation
    - . Racal-Milgo's commitment
    - . Engineers' attitudes and skills.
- A breakdown of proposed electronic office equipment revenue projections is shown in Exhibit III-17. High and low estimate bases as well as other assumptions are listed in Exhibit III-18.
  - The office products which create the largest potential new revenue are personal computers and work stations which are typical of low cost high volume equipment.
  - This is what has practically everyone else in the maintenance business eagerly looking at the opportunity.

EXHIBIT III-16

POTENTIAL RACAL-MILGO MARKET - ELECTRONIC OFFICE SERVICE

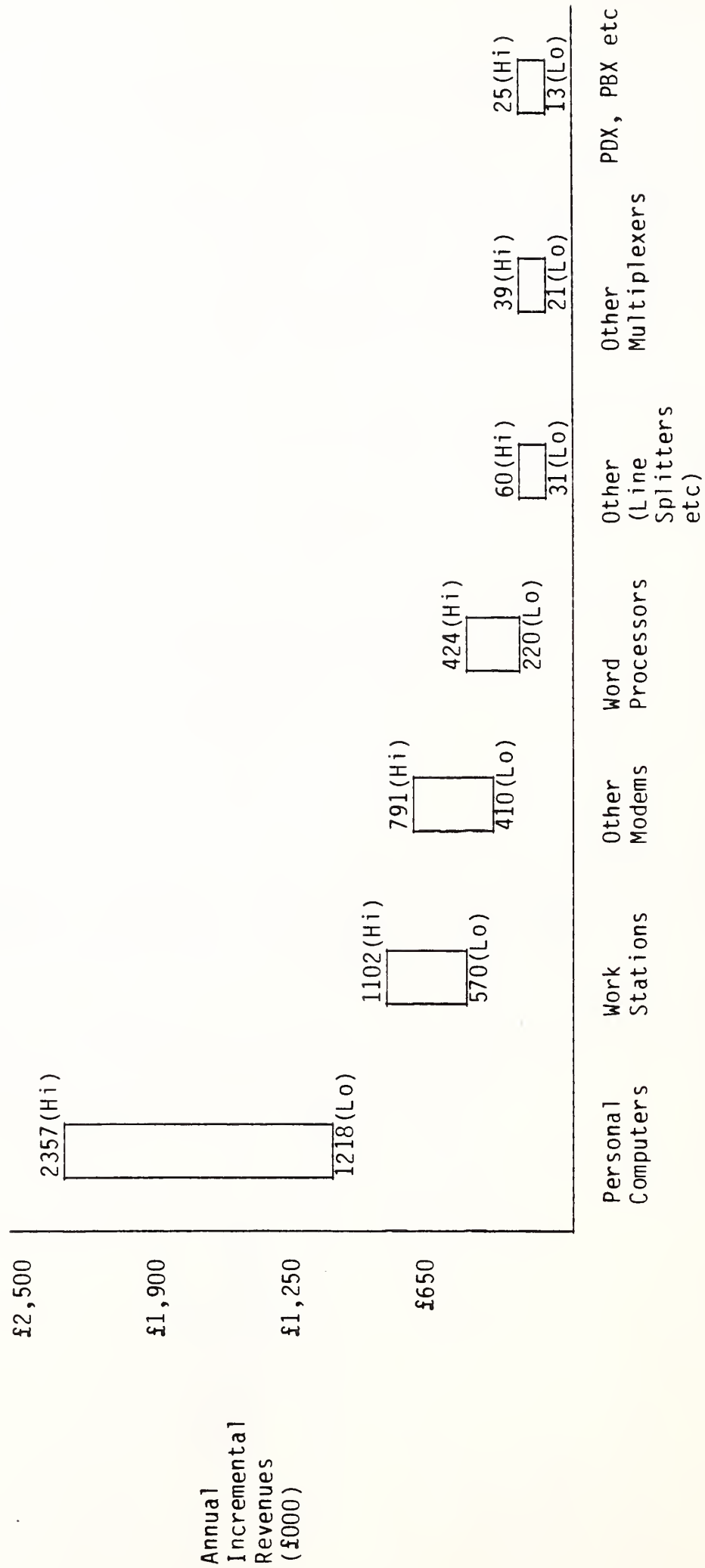


Source: Input Estimate

EXHIBIT III-17

POTENTIAL RACAL-MILGO MARKET BY ELECTRONIC OFFICE PRODUCTS

(£000)



Source: Input Estimate

EXHIBIT III-18

MARKET FORECAST ASSUMPTIONS

- 1. Hi side estimate: 62%\* of customers have office products. Lo side estimate:36%\* of customers have office products. 56%\* of these customers willing to consider blanket service. Assume Racal-Milgo=1000 customers.
- 2. Hi side estimate based on a 10% discount from list price. Lo side=20% discount.
- 3. Annual maintenance price assumption and average units per customer:

<u>Product</u>	<u>Average No. Units/Customers*</u>	<u>Annual Maintenance</u>
PDX, PBX etc	0.32	£250
Personal Computer	25.16	£300
Work Stations	17.64	£200
Word Processors	3.4	£400
Modems	14.08	£180
Multiplexers	.28	£450
Other	1.92	£100

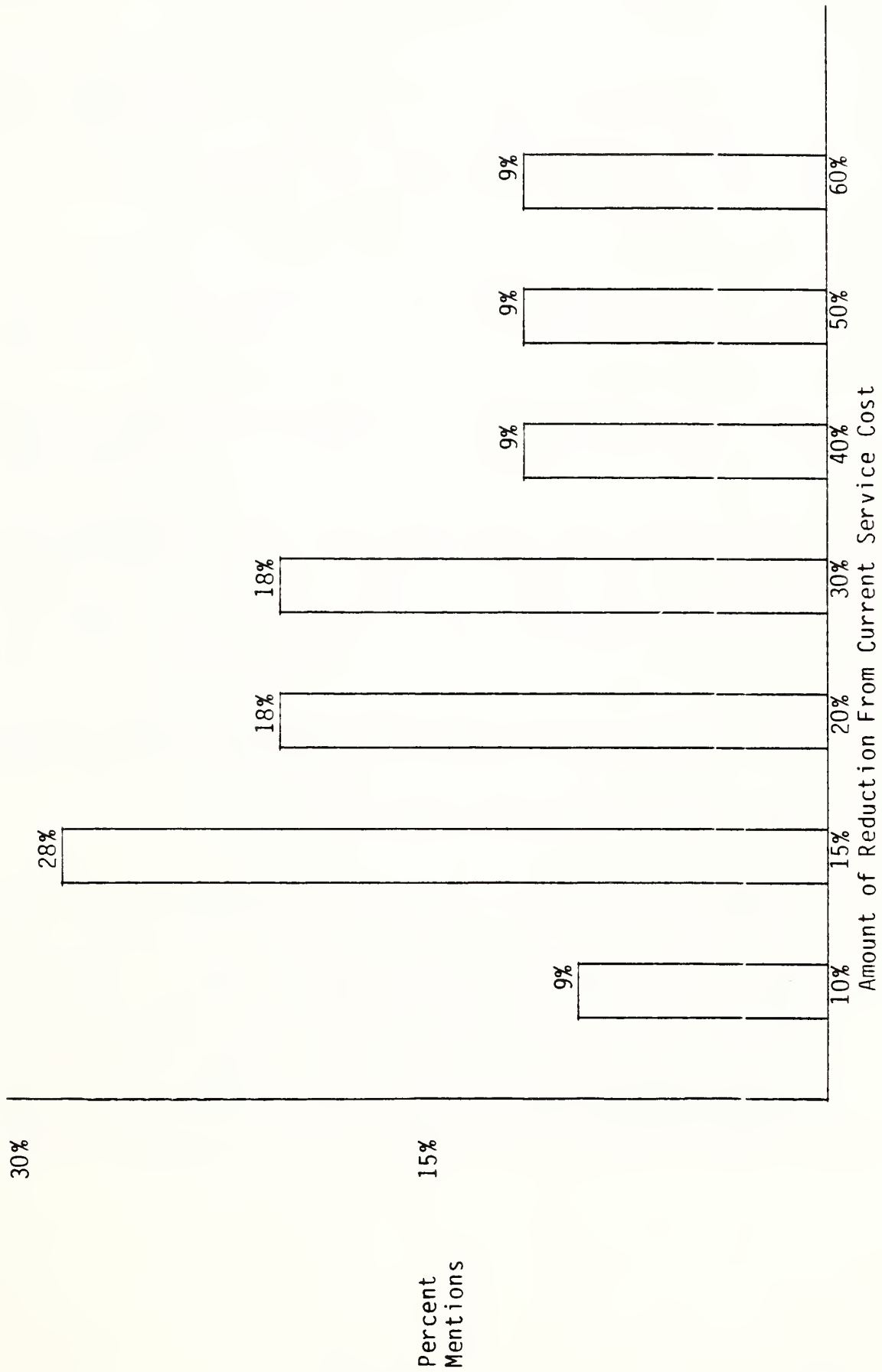
\*Based on Input Survey

- Here is where Racal-Milgo has an advantage. These customers are captive in the sense that they have already been sold on Racal-Milgo and, with a very good service rating, could do better at selling independent service than an outsider(s).
- Significant opportunities exist for taking over service of competitors modems and multiplexers. This could involve sensitive and strategical corporate strategies.
- While the PDX and PBX market estimates are least attractive, INPUT feel that this is not the case generally. The minimum range of opportunity with these products reflects either the lack of, or lack of knowledge of these products within respondents' domain. It is INPUT's belief that further analysis would uncover much greater potential business opportunity in the telecommunications field.
- Pricing is not a key issue for many users. They place quality of service very high on their list of priorities and keeping the system up and running is the concern of paramount importance. Many users in the survey did not appear to monitor closely their maintenance spend, one DP Manager commenting that he had no idea what it was.
- However some users were very price conscious and mainframe manufacturers, ICL and HONEYWELL, were singled out for comment.
- Of the 25 respondents 12 would anticipate a price reduction being necessary as part of a consideration of TPM. The 14 who made no comment on price includes the 7 who were not in favour of TPM on any grounds.
- The range of price reduction anticipated was considerable, one respondent expecting to see something of the order of 50-60%. The price reduction profile is indicated in Exhibit III-19.



EXHIBIT III-19

PRICING REQUIREMENTS FOR CUSTOMERS TO SWITCH TO SINGLE OFFICE SERVICES MAINTENANCE



Source: Input Survey  
25 Racal-Milgo Users

- It can be seen that the broad market expectation is something in the 15-25% range.
- A very important consideration in pricing independent, blanket service for office products is that the service, ie one maintenance vendor or manager fills a distinct requirement and has a value, as yet undetermined.
  - This contradicts the users' statement that price reductions from manufacturers' prices are required.
  - There are a number of TPM firms currently who are charging the same as or more than manufacturers for their services.
- A reasonable user requirement with respect to contract term and conditions is that service be equal to or better than that which is delivered at present. Exhibit III-20 shows what users feel they need to consider the blanket service offering.
  - Based upon this and earlier research in TPM, users feel a need to have more flexibility regarding service than their vendor service representatives offer.
- Potential customers of a combined service contract for datacommunications and office product equipment indicate their perceptions of the advantages and disadvantages of such an arrangement in Exhibits III-21 and III-22, respectively. These are consistent with earlier TPM research. Easier administration and reduced cost stood out as key selling benefits on the positive side with easier administration getting 6 mentions to only 5 for reduced cost.

## EXHIBIT III-20

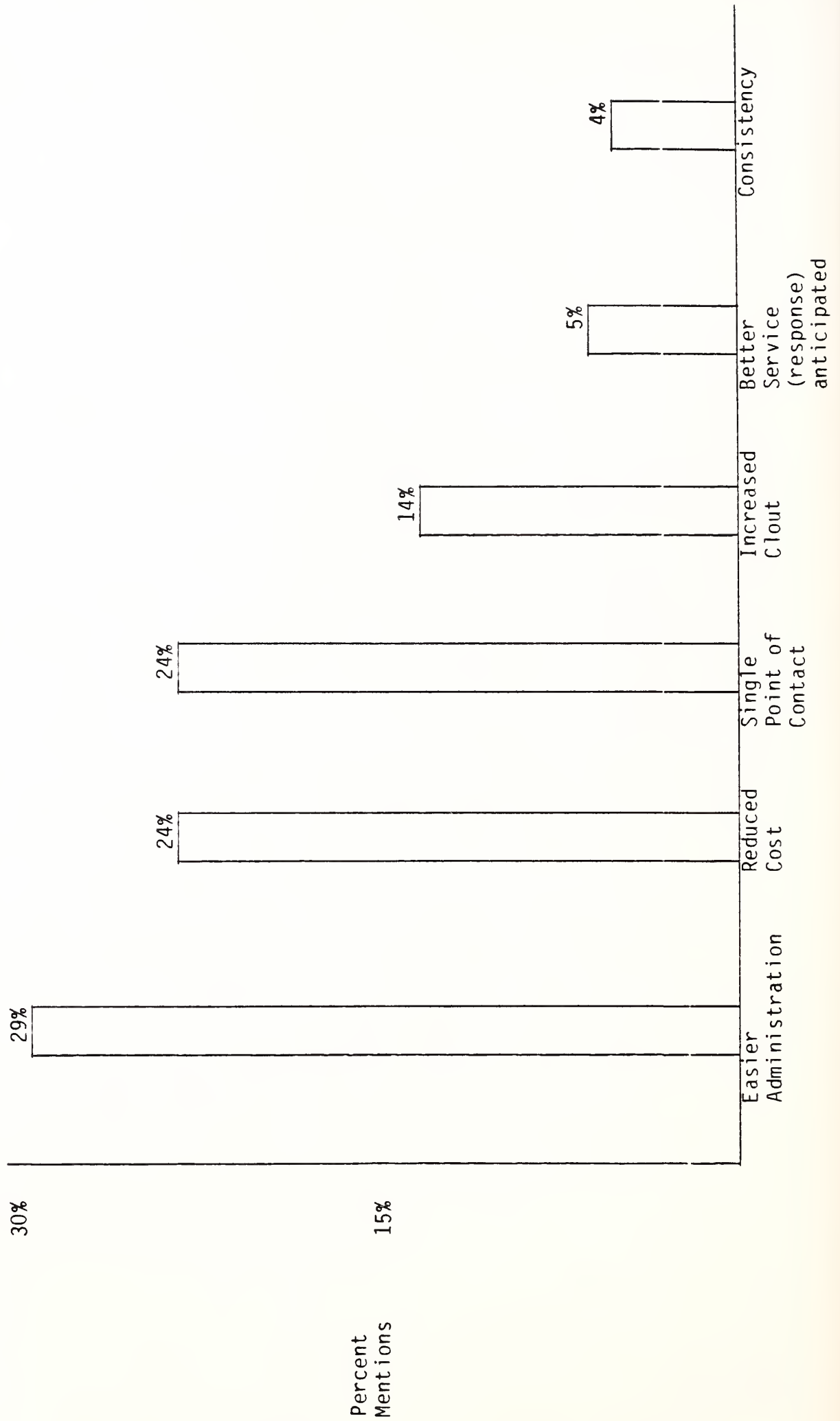
### TERMS & CONDITIONS REQUIRED

<u>Terms &amp; Conditions</u>	<u>No. of Mentions</u>
Cover graded by criticality of components. M/F instant	2
Countrywide service	1
As good if not better than current	6
Availability of spares	2
Good reputation	1
Longer PPM (24 hr)	2
"A lot better than the appalling service from Telephone Rentals"	1
More diagnostic help from engineer by phone	<u>1</u>
	16

Source: Input Survey  
25 Racal-Milgo Users

# EXHIBIT III-21

## ADVANTAGES OF COMBINED SERVICE FOR ELECTRONIC OFFICE EQUIPMENT



# EXHIBIT III-22

## DISADVANTAGES OF COMBINED SERVICE FOR ELECTRONIC OFFICE EQUIPMENT

<u>Disadvantage</u>	<u>No. of Mentions</u>
Lack of engineers' knowledge	9
Lose relationship with supplier	7
Spares availability	6
Reliability of TPM	2
All eggs in one basket	2
Split responsibility for equipment within organisation	2
Time and effort to set up	1
Lack of escape route if unhappy	1
More administration	1
Lack of local support	1
Concern over reselling kit maintained by TPM	1
Dominance of once service vendor	1
	—
	34

Source: Input Survey  
25 Racal-Milgo Users

On the negative side the most frequently mentioned disadvantages were:

- . Doubts about the TPM engineers knowledge of the different types of equipment (9 mentiond).
- . Loss of relationship with supplier (7 mentions).
- . Availability of spares (6 mentions).

The larger list and greater number of mentions of disadvantages (15 types and 37 mentions) against advantages (7 types and 21 mentions) should perhaps only be interpreted as natural human pessimism. Nevertheless the statements provide a good picture of the benefits of TPM to be stressed and the objectives to TPM to be overcome.

- It was very difficult to pin respondents down in any exact way regarding newer or improved service requirements. INPUT's interpretation is that little public relations work has been done by the industry on preparing customers for new industry on preparing customers for new maintenance philosophies in line with lower cost units and greater interest reliability - Exhibit III-23.
- Many users projected themselves on these issues as being conservative by nature and reactionary with regard to change.
- Nevertheless some positive remarks were obtained indicating that the 'thinking' managers are getting to grips with these issues and some respondents were positively enthusiastic about new methods of maintenance.
- On the subject of graded levels of service there was quite positive response (12 Yes's), but some doubt was cast on how practical it would be to actually implement and how complex it might be to establish valid priorities.

#### C. MARKETING ELECTRONIC OFFICE SERVICES

- This question caused two directions of thought from the respondents' perspectives as shown in Exhibit III-24. The first related to basically a reiteration of the arguments for TPM and some prioritisation of them in respect of the respondents particular organisation. The second related to possible organisation problems and who should be approached to obtain the maximum impact for the sales case.

- A very strong impression was gained that the most important people to win over must be those managers directly responsible for maintenance service. It is such a vital area to the operation of organisations that few 'very' senior managers will brood but not immediate responsibility for maintenance would sanction any change without the wholehearted support of their man who actually gets the job done.
  
- The attitudes and states of mind of users regarding the negative, anxious or pessimistic aspects of independent service are very malleable. Customers and prospects for this type of service desperately need marketing attention. (INPUT will provide a comprehensive report on the subject of Field Service Marketing in its 1984 Field Service/Europe Program).
  
- Briefly, there are a few, simple requirements for marketing independent service:
  - Benefits, such as better cost, more flexibility, response etc, need to be made very clear to the user.
  
  - Quality and reputation are essential and need to be stressed, repetitively, along with image enhancement.
  
  - The user is convinced he could use independent service. Now he has to be sold.



EXHIBIT III-23

NEW, IMPROVED SERVICE REQUIREMENTS

- Pick up and delivery
- Spare terminals and pick up service
- Temporary loan of equipment
- Retainer

EXHIBIT III-24

MARKETING ELECTRONIC SERVICES

- "Through working units - persuade those responsible for maintenance."
- "By emphasising cost effectiveness."
- "Sell to D.P. department on basis of cost and service."
- "Service and price - guarantee of continuity."
- "Sell by example."
- "Cost and flexibility."

"What is the best way to market and sell (combined datacom and product service) to your company and others?"

Source: Input Survey  
25 Racal-Milgo Users

#### IV APPENDIX



RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: Operations and Services Manager

Date: 30.9.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

- 1. May we, first, just verify the equipment you listed previously:
- 2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Service</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	DATEC	DATEC	>100	T&M	NOT CRITICAL (EMI COMPANY)
	RACAL MILGO	RACAL MILGO	4	FULL MTCE CONTRACT	≈ 2-4 hours.
	MASTER SYSTEMS 1200/75	MASTER SYSTEMS	50	T&M	COLLECT SPARES FROM OEM LENT FOR 1 DAY
Multiplexers	RACAL MILGO	RACAL MILGO	2	FULL MTCE CONTRACT	≈ 2-4 hours
Digital Switching					
LAN's					
X25 Devices					
Other	HONEYWELL CONCENTRATORS FOR VIEWDATA	HONEYWELL	6	FULL MTCE. CONTRACT	≈ 5 mins (HONEYWELL MAINFRAME 1 LEVEL 6EQP)

Office Products Equip

PDX	THORN-EMI HAS LARGE PRIVATE NETWORK - DETAILS NOT KNOWN AT THIS SITE				
(PBX, PABX, etc)	BT	BT	2	CONTRACT	-
Personal Computer	APPLE	NOT KNOWN	} ≈ 6 DEVELOPMENT	NOT KNOWN, NOT CRITICAL FOR DEVELOPMENT HC'S.	
	COMMODORE				
Work Stations	OTHERS		>200 IN GROUP		
	HONEYWELL	HONEYWELL	50	CONTRACT	≈ 5 mins
Word Processors	HONEYWELL OAS	HONEYWELL	4	CONTRACT	≈ 5 mins
Teletex					
FAX	3M GROUP 3	3M	1	SPECIAL 3M CONTRACT FOR THORN-EMI	24-48 HOURS (80-90 IN GROUP)
Other	TV'S FOR VIEWDATA	RADIO * RENTALS	>200	INTERVAL CONTRACT	WITHIN 24 HOURS

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? NO FOR MODEMS AND COMMS KIT.

REASON DATATEC IS EMI-THORN COMPANY

PRIMARY INTEREST WOULD BE FOR TPM FOR HONEYWELL KIT

AS HONEYWELL MTCE. ALTHOUGH AT NEGOTIATED RATE IS  
CONSIDERED VERY EXPENSIVE.

- B. If you would consider this arrangement, what would the pricing requirements be, approximately?

WOULD BE LOOKING FOR REDUCTION OF  
25-30 %.

- C. What would the terms, conditions, and type of cover have to be?

COMPREHENSIVE COVER GRADED BY CRITICALITY OF COMPONENTS

eg M/F INSTANT -

eg DISK CONTROL LESS CRITICAL

eg MT PREVENTIVE MTCE WITHIN PRIME SHIFT

- D. -How does this differ from what you are now getting?

NOT PARTICULARLY

- E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

COST (HONEYWELL VERY EXPENSIVE)

- F. Any disadvantages?

LOSE RELATIONSHIP WITH SUPPLIER.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

NO SPECIFIC SUGGESTIONS  
IS ALREADY GETTING EXCHANGE  
ON DATATEC MODEMS + OWN  
PICK UP ON SOME SMALLER  
DEVICES.

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

4. What do you think is the best way to market and sell this idea to your company and others?

Thank you. You will be receiving a small gift as promised for your time and cooperation.



<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>LACK OF EXPERT</u> <u>KNOWLEDGE FROM</u> <u>MAIN SUPPLIERS</u> <u>ENGINEERS/SOFT-</u> <u>WARE PERSONNEL</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>&gt;300K</u></td> <td><u>100K</u></td> </tr> <tr> <td>1984</td> <td><u>&gt;330K</u></td> <td><u>150K</u></td> </tr> <tr> <td>1985</td> <td><u>&gt;330K</u></td> <td><u>200K</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>&gt;300K</u>	<u>100K</u>	1984	<u>&gt;330K</u>	<u>150K</u>	1985	<u>&gt;330K</u>	<u>200K</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>IT WILL BECOME</u> <u>THE INDUSTRY</u> <u>STANDARD - AND THE</u> <u>SOONER THE</u> <u>BETTER.</u></p>
	Hardware	Software												
1983	<u>&gt;300K</u>	<u>100K</u>												
1984	<u>&gt;330K</u>	<u>150K</u>												
1985	<u>&gt;330K</u>	<u>200K</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>GREATER DIAGNOSTIC</u> <u>AND REPAIR TIME</u> <u>WITH INCREASED</u> <u>INTERACTIVE OPERATION</u> <u>100% UPTIME REQUIRED</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>FOR PERIPHERAL</u> <u>EQUIPMENT, THEN</u> <u>CUSTOMER SHOULD</u> <u>BE ABLE TO RELEASE</u> <u>EQUIPMENT - MAIN</u> <u>UNITS ?</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>COST IS NOT ALLIA</u> <u>THE MOST IMPORTANT</u> <u>ASPECT. AND BEING</u> <u>AT NEWELL SITE</u> <u>NO MAJOR THIRD</u> <u>VENDORS</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>REPAIR BY REMOTE</u> <u>DIAGNOSTICS -</u> <u>ANOTHER COMPUTER</u> <u>AND THIS SHOULD</u> <u>REDUCE COSTS</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>YES - AGREED</u> <u>EQUIPMENT TO</u> <u>BE MAINTAINED</u> <u>OUTSIDE PRIME SHIFT</u></p>	<p>What really annoys you about maintenance?</p> <p><u>TIME TAKEN TO</u> <u>REPAIR FAULTS</u> <u>INCLUDING:</u> <u>SOFTWARE X 2.</u></p>												
<p>primary business of company <u>ELECTRONICS, MUSIC, LASER</u></p> <p>total number of employees <u>90,000</u></p> <p>number of EDP employees <u>THIS SITE 200 (8 SITES)</u></p> <p>total EDP budget for 1983 <u>&gt;5M</u> 1984 <u>&gt;5M</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>YES</u> <u>LASER/MICROFILM</u> <u>EQUIPMENT</u></p>		<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO: ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 6PB</p>												



# 1983 INPUT FIELD SERVICE SURVEY - USERS

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Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to others	Product reliability
Large Systems	IBM 308X BUR 85900 HON DPS7 UNI 90/80 DEC-10	HONEYWELL DUAL DPSS-70		3	4	3	4	2	4	2	3	3	4	4
Small Systems	IBM 8100 BUR 8800 HON DPS6 H-P 3000 NCR 8200	HONEYWELL DPS 6's MC 29		3	3	3	4	3	3	3	4	4	4	4
Peripherals and Terminals	Self explanatory	HONEYWELL INTERM TEXAS CROSSOR TVS	RADIO LENT	4	3	3	4	4	3	3	3	4	4	4
Data Communications	Modems Multiplexers Tech Control	THORNEMI DATEK - RALAL MILK		4	4	4	4	3	3	4	4	4	3	5
Personal Computer	Self explanatory	APPLE COMPIET		2	3	3	3	2	3	3	3	2	3	3
Word Proc.	Self explanatory	HONEYWELL OAS		3	4	3	2	2	3	3	3	3	3	4
Work Stations	Self explanatory	HONEYWELL		4	3	3	3	3	3	3	3	4	4	4
PBAX	Self explanatory	B.T.'s		3	4	3	4	-	3	3	3	3	3	3
Copier Fax	Self explanatory	3M's GROUP 2		2	3	3	3	-	3	2	3	2	2	2
Other	TELETYPE	CREDIT		3	4	3	3	-	3	3	2	3	3	3
System	Self explanatory	HONEYWELL G103 WTS3		4	-	3	-	2	3	2	3	3	4	4
Applic.	Self explanatory	MIRA KRAY		4	-	3	-	3	4	3	3	3	4	4

etc  
etc.

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company:

Name of Respondent:

Title: Computer Training

Date: 30.9.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx #</u> <u>Units</u>	<u>Type of</u> <u>Service</u>	<u>Response Time</u>
Modems	<u>RACAL MILGO</u>	<u>RACAL Milgo</u> <u>ICI Telecoms</u> <u>engineers</u>	<u>30</u>	<u>RACAL</u> <u>A1 SERVICE</u>	<u>WITHIN 4 HRS</u>
Multiplexers					
Digital Switching	<u>NOT KNOWN</u>	<u>ICI Telecoms</u> <u>engineers</u>	<u>2 BLOCKS</u> <u>OF 16</u>	<u>CONTRACT</u>	<u>NO EXPERIENCE</u> <u>HAS NOT YET FAILED.</u>
DIGITAL PATCH NOT T BAR					
LAN's					
X25 Devices					
Other					

Office Products Equip

PDX					
(PBX, PABX, etc)	<u>BT</u>	<u>BT</u>	<u>1</u>	<u>-</u>	<u>-</u>
Personal Computer	<u>IBM PC's</u>	<u>MBS</u>	<u>4</u>	<u>STILL TO BE</u> <u>DECIDED</u>	<u>EXPECT</u> <u>WITHIN 4 HOURS</u>
Work Stations					
Word Processors	<u>NEXOS</u>	<u>NEXEL*</u>	<u>10</u>	<u>CONTRACT</u>	<u>WITHIN 4 HOURS</u>
Teletext					
FAX					
Other	<u>SOME VIEW DATA</u> <u>terminals</u>				

\* Field  
Service  
\* Company organised  
by ex NEXOS engineers.

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? NO.

ICI, MANY LARGE DIVISIONS WITH INTERNAL SERVICE ORGANISATIONS,  
HAS BEEN LOOKED AT IN THE PAST BUT NO TPM COMPANY  
HAS BEEN ABLE TO COME UP WITH A SENSIBLE OFFERING -  
BECAUSE OF EQPT. MIX RENTAL/LEASE

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

C. What would the terms, conditions, and type of cover have to be?

AS GOOD AS OFFERED BY ICI INTERNAL  
SERVICE, AMDAAL OR OTHER SUPPLIERS.  
GOOD REPUTE OF ORGANISATION  
COUNTRYWIDE SERVICE  
AVAILABILITY OF SPARES (SOME EQPT. 7 YEARS OLD)

D. How does this differ from what you are now getting?

THE SAME

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

F. Any disadvantages? DIFFERENT MANAGERS RESPONSIBLE FOR  
DIFFERENT EQPT. AVAILABILITY OF SPARES

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

ICI CONSERVATIVE ATTITUDE TO SERVICE  
SCEPTICAL OVER NEW METHODS

Datacom Equipment:

Modems

IBM 3178 EQPT IS ON IBM PICK UP

Multiplexers

SERVICE , BUT NOT YET EXPERIENCED  
WAIT AND SEE ATTITUDE.

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

4. What do you think is the best way to market and sell this idea to your company and others?

APPROACH EACH INDIVIDUAL WORKING UNIT , NOT  
THROUGH CENTRAL PURCHASING .

Thank you. You will be receiving a small gift as promised for your time and cooperation.



<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Interware - Spares availability</u>  <u>Software from IBM very</u>  <u>little depth of support</u>  <u>&amp; rather slow</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>£2000</u></td> <td><u>£24000</u></td> </tr> <tr> <td>1984</td> <td><u>£2160</u></td> <td><u>£25600</u></td> </tr> <tr> <td>1985</td> <td><u>£2500</u></td> <td><u>£35000</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>£2000</u>	<u>£24000</u>	1984	<u>£2160</u>	<u>£25600</u>	1985	<u>£2500</u>	<u>£35000</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>fine if it works but</u>  <u>only find out how to</u>  <u>we get the fact</u>  <u>together.</u></p>
	Hardware	Software												
1983	<u>£2000</u>	<u>£24000</u>												
1984	<u>£2160</u>	<u>£25600</u>												
1985	<u>£2500</u>	<u>£35000</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Interware &amp; STC improve</u>  <u>spare inventory STC</u>  <u>improve engineers cover</u>  <u>&amp; paperwork.</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>It should be done</u>  <u>at regular pre-arranged</u>  <u>intervals very thoroughly</u>  <u>for that equipment that</u>  <u>needs it. The rest should be</u>  <u>left alone.</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>yes but supplier</u>  <u>support too competitive</u>  <u>for 3rd party to match</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Andahl very proactive</u>  <u>and user friendly approach</u>  <u>Excellent support.</u></p>	<p>Do you receive any special pricing or discount on your maintenance?  Please detail</p> <p><u>yes but only for</u>  <u>5 day rather than 7 day</u>  <u>cover</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Nothing it is a</u>  <u>necessary part</u>  <u>of operation and is</u>  <u>currently done in a way</u>  <u>that causes least inconvenience</u></p>												
<p>GENERAL INFORMATION</p>	<p>primary business of company  <u>Paint making</u></p> <p>total number of employees  <u>3000</u></p> <p>number of EDP employees  <u>70</u></p> <p>total EDP budget for  1983 <u>2m</u> 1984 <u>2.5m</u></p> <p>are you buying new equipment in 1984?  if yes, what? <u>discs probably</u>  <u>no minis possibly</u>  <u>VDUs certainly</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:  ANDY THOMAS  DIRECTOR FIELD SERVICE,  INPUT LTD.,  AIRWORK HOUSE,  35 PICCADILLY,  LONDON, W1V 9PB</p>												

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 30.9.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	RACAL-MILGO BT	RACAL-MILGO BT	2 4	CONTRACT CONTRACT	- -
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's (OMNINET)	CORVUS	CORVUS	1	CONTRACT	2 HRS
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	{ APPLE IBM P/C	{ GENERAL * MICRO COMPUTER SYSTEMS	2 2	{ CONTRACT	2 HRS
Work Stations	_____	_____	_____	_____	_____
Word Processors	_____	_____	_____	_____	_____
Teletext	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

A POSSIBILITY

- B. If you would consider this arrangement, what would the pricing requirements be, approximately?

WOULD EXPECT SOME REDUCTION

BUT WOULD DEPEND ON THE SERVICE

- C. What would the terms, conditions, and type of cover have to be?

COVER REQUIRED BETWEEN 9 AND 5 PM

WOULD NEED TO BE SIMILAR TO WHAT THEY  
ARE GETTING NOW.

- D. How does this differ from what you are now getting?

- E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

- F. Any disadvantages? \_\_\_\_\_

LOSING CONTACT WITH THE SUPPLIER

OTHERWISE NOT WORRIED BY A THIRD PARTY MTC, SUPPLIER.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

NO EXPERIENCE OR VIEW  
ON THESE SERVICES

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

4. What do you think is the best way to market and sell this idea to your company and others?

BY EMPHASING COST JUSTIFICATION / COST EFFECTIVE.

Thank you. You will be receiving a small gift as promised for your time and cooperation.



<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>SOME</u> <u>manpower</u> <u>in service provided</u> <u>both hardware</u> <u>+ software.</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table><thead><tr><th></th><th>Hardware</th><th>Software</th></tr></thead><tbody><tr><td>1983</td><td>_____</td><td>_____</td></tr><tr><td>1984</td><td>_____</td><td>_____</td></tr><tr><td>1985</td><td>_____</td><td>_____</td></tr></tbody></table>		Hardware	Software	1983	_____	_____	1984	_____	_____	1985	_____	_____	<p>What is your attitude to remote diagnostics?</p> <p><u>necessary to prevent</u> <u>fine waste calls</u> <u>for simple faults.</u></p>
	Hardware	Software												
1983	_____	_____												
1984	_____	_____												
1985	_____	_____												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Reducing charges</u> <u>for inexperienced</u> <u>service engineers</u> <u>to make situation</u> <u>worse.</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>a necessity</u> <u>to catch items.</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>No. - policy decision</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Majority of CC</u> <u>knowledgeable &amp;</u> <u>responsive &amp;</u> <u>aware of needs.</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No.</u></p>	<p>What really annoys you about maintenance?</p> <p><u>its necessity!</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company</p> <p><u>FACC</u></p> <p>total number of employees</p> <p><u>200 +</u></p> <p>number of EDP employees</p> <p><u>20</u></p> <p>total EDP budget for 1983 / 1984</p> <p><u>£500,000</u></p> <p>are you buying new equipment in 1984? if yes, what?</p> <p><u>extra peripherals</u> <u>+ software upgrades.</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

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				QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
Product Classification	Examples	Manufacturer of Your Equipment	Service of Your Equipment and Software (if different from Mfr.)	Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 MON DPS7 UNI 80/60 DEC-10	IBM		8	8	9	7	8	8	5	6	5	6	8
Small Systems	IBM 8100 BUR B800 MON DPS6 H-P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory	IBM		6	7	9	6	8	8	6	5	6	8	
Data Communications	Modems Multiplexers Tech Control	BT <u>RACAL</u>		5	6	3	5			3	2	3	5	7
OFFICE PRODUCTS	Personal Computer	Self explanatory												
	Word Proc.	Self explanatory	IBM	7	3	4	7	8	6	7	7	7	8	
	Work Stations	Self explanatory												
	PBAX	Self explanatory												
	Copier Fax	Self explanatory												
	Other													
SOFTWARE	System	Self explanatory	IBM + OTHER	6	6	8		7	6	7	6	3	5	5
	Applic.	Self explanatory												

## Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_

Name of Respondent: \_

Title: \_\_\_\_\_

Date: 30. 9. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL-MILGO</u>	<u>RACAL-MILGO</u>	<u>24</u>	<u>CONTRACT</u>	<u>NOT KNOWN</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other <u>ITT 3705</u> <u>EQUIVALENT</u> <u>COMMS. CONTROLLER</u>	<u>ITT</u>	<u>ITT</u>	<u>1</u>	<u>CONTRACT</u>	<u>4 HRS.</u>
<u>Office Products Equip</u>					
PDX	<u>BT</u>	<u>BT</u>	<u>2</u>	<u>CONTRACT</u>	<u>&lt; 2 HRS.</u>
(PBX, PABX, etc)	<u>IBM 3750</u>	<u>BT</u>	<u>1</u>	<u>CONTRACT</u>	<u>&lt; 1 HR.</u>
Personal Computer	{ <u>APPLE</u> <u>TI</u> <u>COMMODORE</u> <u>IBM PC</u> }	<u>DISTRIBUTOR</u>	<u>12+</u>	<u>-</u>	<u>4 HRS</u>
Work Stations	{ <u>ITT</u> <u>TELEX (3270)</u> <u>IBM COLOUR SCREENS</u> }	{ <u>ITT</u> <u>TELEX</u> <u>IBM</u> }	{ <u>30+</u> }	<u>CONTRACT</u>	<u>WITHIN ONE DAY</u>
Word Processors	_____	_____	_____	_____	_____
Teletext	<u>WANG</u>	<u>WANG</u>	<u>3</u>	<u>CONTRACT</u>	<u>-</u>
FAX	_____	_____	_____	_____	_____
Other <u>COLOUR</u> <u>PRINTER</u>	<u>IBM</u>	<u>IBM</u>	<u>1</u>	<u>CONTRACT</u>	<u>WITHIN ONE DAY</u>

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES, AT THE RIGHT PRICE

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

AT LEAST 15% LESS

C. What would the terms, conditions, and type of cover have to be?

NO PARTICULAR REQUIREMENTS DIFFERENT  
FROM STATUS QUO

D. -How does this differ from what you are now getting?

DOES NOT

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

DEGREE OF CLOUT ON ONE SUPPLIER OF THE SERVICE

F. Any disadvantages? \_\_\_\_\_

TIME AND EFFORT TO SET UP / OVERCOMING AUTONOMY IN GR  
MOVING AWAY FROM MANUFACTURER COULD LEAD  
TO PROBLEMS  
AVAILABILITY OF PARTS



6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

WOULD LIKE TO HAVE  
SPARE TERMINALS  
AND HAVE PICKUP SERVICE

4. What do you think is the best way to market and sell this idea to your company and others?

SELL TO THE DP DEPARTMENT

ON THE BASIS OF COST AND SERVICE.

Thank you. You will be receiving a small gift as promised for your time and cooperation.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>THE NEED TO WAIT</u> <u>FOR PARTS TO COME</u> <u>FROM AN ENGINEERING</u> <u>BUREAU.</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>£250,000</u> <u>£50,000 maint</u></td> <td><u>£102,000</u></td> </tr> <tr> <td>1984</td> <td><u>-</u></td> <td><u>-</u></td> </tr> <tr> <td>1985</td> <td><u>-</u></td> <td><u>-</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>£250,000</u> <u>£50,000 maint</u>	<u>£102,000</u>	1984	<u>-</u>	<u>-</u>	1985	<u>-</u>	<u>-</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>FAIR PROVIDED IT</u> <u>WORKS - NO REAL</u> <u>EXPERIENCE AS YET</u></p>
	Hardware	Software												
1983	<u>£250,000</u> <u>£50,000 maint</u>	<u>£102,000</u>												
1984	<u>-</u>	<u>-</u>												
1985	<u>-</u>	<u>-</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p>	<p>What is your attitude to preventive maintenance?</p> <p><u>REQUIRED MAINLY</u> <u>ON PRINTERS &amp; TAPES</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>YES - HOWEVER SERVICE</u> <u>MANAGEMENT DEFICIENT</u> <u>THAT WE USE VENDOR</u> <u>ENGINEERS.</u></p>												
<p>What are the best or most positive aspects of service?</p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>NO</u></p>	<p>What really annoys you about maintenance?</p> <p><u>WAITING FOR</u> <u>PARTS TO ARRIVE</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>GLASS CONTAINER MFG</u></p> <p>total number of employees <u>7200</u></p> <p>number of EDP employees <u>85</u></p> <p>total EDP budget for 1983 <u>£2m</u> 1984 <u>✓</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>C.P.U UPGRADE + STORAGE</u> <u>MORE TERMINALS</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN A.S.A.P. TO: ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

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				QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
Product Classification	Examples	Manufacturer of Your Equipment	Service of Your Equipment and Software (if different from Mfr.)	Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 MON DPS7 UNI 90/60 DEC-10	IBM DEC PRIME	MFR.	7	8		8	8	9			6	9	
Small Systems	IBM 8100 BUR B800 MON DPS6 H-P 3000 NCR 8200	DATABINT	MFR.'s	5	7		8	6	6				4	
Peripherals and Terminals	Self explanatory	STC BASF	MFR.'s	7	7		8	7	9				7	
Data Communications	Modems Multiplexers Tech Control	STC RACAL	MFR.'s	6	5		4						9	
OFFICE PRODUCTS	Personal Computer	Self explanatory												
	Word Proc.	Self explanatory	WANG		6	6	5							
	Work Stations	Self explanatory	TELEX		7	7	5							
	PBAX	Self explanatory	IBM		5	5	5							
	Copier Fax	Self explanatory	RALIC ZEROR		5	5	5							
	Other													
SOFTWARE	System	Self explanatory												
	Applic.	Self explanatory												

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_

Name of Respondent: \_

Title: \_\_\_\_\_

Date: 30 . 9 . 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx #</u> <u>Units</u>	<u>Type of</u> <u>Service</u>	<u>Response Time</u>
Modems	RACALMILGO MICAM BOKER	RACALMILGO MICAM BOKER	3 5	CONTRACT CONTRACT	VARIABLE 2-24 HOURS. NOT EXPERIENCED.
Multiplexers	OMNILUX OMNIMIN		1	CONTRACT	2-24 HOURS.
Digital Switching					
LAN's					
X25 Devices					
Other	LINE SPLITTER	TANDEM	1	CONTRACT	24 HOURS.

Office Products Equip

PDX					
(PBX, PABX, etc)	RELIANCE	BT	1	CONTRACT	< 1/2 HOUR.
Personal Computer					
Work Stations	TANDEM LEAR SIEGLER 1842	TANDEM LOCAL AGENT	6 18	CONTRACT T&M	24 HOURS. 24 HOURS.
Word Processors					
Teletext					
FAX	3M 2346 KALLEINFOTECH	3M KALLEINFOTECH	13 3	CONTRACT CONTRACT	24 HOURS 24 HOURS.
Other	PRINTER	LEAR SIEGLER	1	T&M	24 HOURS.



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES BUT EXCLUDING TANDEM EQUIPMENT.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

MTCE IS CURRENTLY 12% PA OF CAPITAL VALUE, LOOKING FOR 7% AS TARGET FIGURE (i.e. 40% DROP!)

C. What would the terms, conditions, and type of cover have to be?

AS NOW

D. How does this differ from what you are now getting?

—

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

GIVE THE USER A BIGGER WHIP TO CRACK

F. Any disadvantages? \_\_\_\_\_

TAKES USER FURTHER AWAY FROM SUPPLIER

SPARE PARTS AVAILABILITY

WOULD MAINTENANCE BE SATISFACTORY

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

✓ TEMPORARY LOAN

RETAINER  
WOULD BE  
OF  
INTEREST

Multiplexers

✓ WOULD BE A BIG  
ATTRACTION

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

✓ INSTALL  
SPARE UNITS  
& EXCHANGE

BOARD  
THE  
ACCESS

✓ TEMPORARY LOAN  
FOR SERIAL PRINTER

RESPONDENT WOULD LIKE «CHINESE DOCTOR»  
APPROACH & ONLY PAY WHILE KIT WORKED.

4. What do you think is the best way to market and sell this idea to your company and others?

AN APPROACH BASED ON SERVICE AND PRICE  
GUARANTEES OF CONTINUITY

Thank you. You will be receiving a small gift as promised for your time and cooperation.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>1984</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>1985</td> <td>_____</td> <td>_____</td> </tr> </tbody> </table>		Hardware	Software	1983	_____	_____	1984	_____	_____	1985	_____	_____	<p>What is your attitude to remote diagnostics?</p> <p><u>DESIRABLE</u></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
	Hardware	Software												
1983	_____	_____												
1984	_____	_____												
1985	_____	_____												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>What is your attitude to preventive maintenance?</p> <p><u>DESIRABLE.</u></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>NO.</u></p> <p><u>GENERAL SATISFACTION</u></p> <p><u>WITH SUPPLIER</u></p> <p>_____</p> <p>_____</p>												
<p>What are the best or most positive aspects of service?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>NO</u></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>What really annoys you about maintenance?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company</p> <p><u>TRANSPORTATION.</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p>												
	<p>total number of employees</p> <p><u>150</u></p>													
	<p>number of EDP employees</p> <p><u>11</u></p>													
	<p>total EDP budget for</p> <p>1983                      1984</p>													
	<p>are you buying new equipment in 1984? If yes, what?</p> <p>_____</p>	<p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 25 PICCADILLY, LONDON, W1V 9PS</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

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Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (If different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR 85000 MON DPS7 UNI 90/60 DEC-10													
Small Systems	IBM 8100 BUR 8300 MON DPS6 H-P 3000 NCR 8200	TANDEN COMPUTERS LTD		8	8	8	9	6	9	-	6	7	7	10
Peripherals and Terminals	Self explanatory	LEAR SIGLER	PENNY & GILES	5	5	5	5	5	5	-	3	5	2	5
		TANDEN		8	8	8	9	6	5	-	6	7	7	8
Data Communications	Modems Multiplexers Tech Control	RACAL NUGO		8	8	8	8	-	-	-	5	5	5	8
		FLICOM BORAZ		8	8	8	8	-	-	-	5	5	5	8
OFFICE PRODUCTS	Personal Computer	Self explanatory	—											
	Word Proc.	Self explanatory	—											
	Work Stations	Self explanatory	—											
	PBAX	Self explanatory	RELIANCE	8	8	8	5	-	5	-	5	5	5	5
	Copier Fax	Self explanatory												
	FAX Other		3M KODAK	8	8	8	8	-	7	-	8	5	5	5
SOFTWARE	System	Self explanatory	TANDEN	8				5			5	5	5	8
	Applic.	Self explanatory	OWN.	-	-	-	-	-	-	-	-	-	-	-



Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: DIRE

Date: 3. 10. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL MILGO</u>	<u>RACAL MILGO</u>	<u>4</u>	<u>CONTRACT</u>	<u>4 HRS</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	<u>BT</u>	<u>BT</u>	<u>1</u>	<u>CONTRACT</u>	<u>—</u>
Personal Computer	<u>APPLE II</u>	<u>GENERAL COMPUTER SYSTEMS UK LTD</u>	<u>1</u>	<u>CONTRACT</u>	<u>NOT YET FAULTED NO EXPERIENCE</u>
Work Stations	<u>MEMOREX</u>	<u>MEMOREX</u>	<u>6</u>	<u>CONTRACT</u>	<u>WITHIN 4 HRS</u>
Word Processors	<u>NORDPLEX 2</u>	<u>NORDPLEX</u>	<u>1</u>	<u>CONTRACT</u>	<u>1/2 — 1 DAY</u>
	<u>PHILIPS PS502</u>	<u>PHILIPS</u>	<u>1</u>	<u>CONTRACT</u>	<u>4 DAY</u>
Teletex	_____	_____	_____	_____	_____
FAX	<u>CANON 401</u>	<u>CANON</u>	<u>2</u>	<u>CONTRACT</u>	<u>1 DAY</u>
Other	<u>HAND HELD TERMINALS JADTHROUGH UCSL</u>	<u>DATA PORT MICROSYSTEMS</u>	<u>30</u>	<u>SEND BACK SERVICE</u>	<u>—</u>

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES

Have considered in the past but did not pursue for various reasons.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

C. What would the terms, conditions, and type of cover have to be?

D. How does this differ from what you are now getting?

Level of service must be the same as at present or better.

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

Financial benefit, but level of service maintained.

F. Any disadvantages? \_\_\_\_\_

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems	_____	<i>The Group is currently planning installation of an advanced digital switchboard - this will be central to its new systems; these <sup>new</sup> services would have to be considered in the light of these developments.</i>
Multiplexers	_____	
Digital Switching	_____	
LAN's	_____	
X25 Devices	_____	
Other	_____	

Office Products Equipment:

PDX	_____
(PBX, PABX, etc)	_____
Personal Computer	_____
Work Stations	_____
Word Processors	_____
Teletext	_____
FAX	_____
Other	_____

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

*Entire system is critical to the operation, overall requires same day service.*

4. What do you think is the best way to market and sell this idea to your company and others?

*Should be discussed with the new*

*Director of Management Services -*

*Stress capability to offer same day service which is critical to the operation.*

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Price</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>44500</u></td> <td><u>17000</u></td> </tr> <tr> <td>1984</td> <td><u>48400</u></td> <td><u>18700</u></td> </tr> <tr> <td>1985</td> <td><u>53000</u></td> <td><u>20700</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>44500</u>	<u>17000</u>	1984	<u>48400</u>	<u>18700</u>	1985	<u>53000</u>	<u>20700</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>Efficient &amp; effective</u></p>
	Hardware	Software												
1983	<u>44500</u>	<u>17000</u>												
1984	<u>48400</u>	<u>18700</u>												
1985	<u>53000</u>	<u>20700</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Improve response time</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Sometimes seems to create more problems than it solves</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>Yes - Am in favour, but not made final decision yet</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Response time</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Have to wait for appearance of engineers</u></p>												
<p>GENERAL INFORMATION, 11</p>	<table border="1"> <tr> <td data-bbox="654 1582 1133 1642"> <p>primary business of company</p> <p><u>Houseware manufacture</u></p> </td> <td data-bbox="1133 1582 1580 1785" rowspan="4"> <p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> </td> </tr> <tr> <td data-bbox="654 1642 1133 1701"> <p>total number of employees</p> <p><u>3000</u></p> </td> </tr> <tr> <td data-bbox="654 1701 1133 1773"> <p>number of EDP employees</p> <p><u>38</u></p> </td> </tr> <tr> <td data-bbox="654 1773 1133 1844"> <p>total EDP budget for 1983 <u>£475,000</u> 1984 <u>£520,000</u></p> </td> </tr> <tr> <td colspan="2" data-bbox="654 1844 1133 1987"> <p>are you buying new equipment in 1984? If yes, what?</p> <p><u>Not expected.</u></p> </td> <td data-bbox="1133 1785 1580 1987"> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p> </td> </tr> </table>		<p>primary business of company</p> <p><u>Houseware manufacture</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p>	<p>total number of employees</p> <p><u>3000</u></p>	<p>number of EDP employees</p> <p><u>38</u></p>	<p>total EDP budget for 1983 <u>£475,000</u> 1984 <u>£520,000</u></p>	<p>are you buying new equipment in 1984? If yes, what?</p> <p><u>Not expected.</u></p>		<p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>				
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# 1983 INPUT FIELD SERVICE SURVEY - USERS

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				QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 MON DP57 UNI 90/60 DEC-10													
Small Systems	IBM 8100 BUR B800 MON DP56 M-P 3000 NCR 8200	IBM	-	5	6	6	6	5	5	7	8	4	9	7
Peripherals and Terminals	Self explanatory	IBM Memorex	-	5 6	6 7	6 7	6 8	5 7	5 7	7 8	8 9	4 8	9 8	7 9
Data Communications	Modems Multiplexers Tech Control	Radi-Mile	-	6	7	8	8	8	8	8	8	9	6	9
Personal Computer	Self explanatory	Apple	-	8	7	8	8	8	8	8	8	9	6	9
Word Proc.	Self explanatory	WORDPLEX	-	7	7	6	8	8	8	6	8	7	7	8
Work Stations	Self explanatory	Memorex	-	6	7	7	8	7	7	8	9	8	8	9
PBAX	Self explanatory	-												
Copier Fax	Self explanatory	Radi Xerox		5	5	5	6	-	5	-	4	4	4	5
Other														
SOFTWARE	System	Self explanatory	DOS/USE	8	8	8	-	9	-	9	7	4	8	8
	Applic.	Self explanatory	Various	9	9	9	-	9	-	8	7	6	8	8

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: .

Name of Respondent: .

Title: D.

Date: 3. 10. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACALMILGO</u>	<u>RACALMILGO</u>	<u>≈ 50</u>	<u>CONTRACT</u>	<u>SAME DAY</u>
Multiplexers	<u>DGC</u>	<u>DGC</u>	<u>6</u>	<u>CONTRACT</u>	<u>SAME DAY</u>
Digital Switching	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>
LAN's	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>
X25 Devices	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>
Other	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>

Office Products Equip

PDX	<u>IBM</u>	<u>IBM</u>	<u>1</u>	<u>CONTRACT</u>	<u>WITHIN A FEW HOURS</u>
(PBX, PABX, etc)	<u>BT MONARCH</u>	<u>BT</u>	<u>2</u>	<u>CONTRACT</u>	<u>SEVERAL HOURS</u>
Personal Computer	<u>ACT SIRIUS</u>	<u>UNKNOWN (ASSUME DIST.)</u>	<u>1</u>	<u>-</u>	<u>-</u>
Work Stations	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>
Word Processors	<u>IBM</u>	<u>IBM</u>	<u>1</u>	<u>CONTRACT</u>	<u>SAME DAY</u>
Teletex	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>
FAX	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>
Other	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>	<u>                    </u>

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

UNLIKELY . The idea of TPM was  
looked at in the past & was not  
taken up.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

\_\_\_\_\_

\_\_\_\_\_

C. What would the terms, conditions, and type of cover have to be?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

D. How does this differ from what you are now getting?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

\_\_\_\_\_

\_\_\_\_\_

F. Any disadvantages? \_\_\_\_\_

IBM leased equipment with funded maintenance.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

The Company does not have service problems at the present - gets a good response from current suppliers and sees no reason to change.

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} Possibly

4. What do you think is the best way to market and sell this idea to your company and others?

Level of service more important than price.



<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Availability of newly installed kit</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td></td> <td></td> </tr> <tr> <td>1984</td> <td></td> <td></td> </tr> <tr> <td>1985</td> <td></td> <td></td> </tr> </tbody> </table> <p><u>not readily available</u></p>		Hardware	Software	1983			1984			1985			<p>What is your attitude to remote diagnostics?</p> <p><u>Very rarely (if ever) used</u></p>
	Hardware	Software												
1983														
1984														
1985														
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>After normal hours cover</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Useful - if you accept then generally has to be a follow up visit</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>Yes - to reduce expenditure and improve cover.</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Relationships with Engineers</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Last minute change to schedules.</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>GENERAL INSURANCE</u></p> <p>total number of employees <u>1100</u></p> <p>number of EDP employees <u>80</u></p> <p>total EDP budget for 1983 <u>1.8m.</u> 1984 <u>1.9.</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>UPGRADE MAIN FRAME 1983/84</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE. INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

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				QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
Product Classification	Examples	Manufacturer of Your Equipment	Service of Your Equipment and Software (if different from Mfr)	Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR B5500 MON DPS7 UNI 90/60 DEC-10	IBM	IBM	8	10	8	9	7	7	5	5	8	5	7
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200	IBM	IBM	8	8	8	7	7	7	5	5	7	5	8
Peripherals and Terminals	Self explanatory	IBM ITT DataMaster	}	9	10	8	8	7	7	5	5	7	5	8
Data Communications	Modems Multiplexers Tech Control	<u>Racal</u>		9	8	8	9	-	9	-	6	8	6	9
OFFICE PRODUCTS	Personal Computer	Self explanatory	<u>SIRIUS</u>	8	7	7	8	-	8	-	7	7	7	8
	Word Proc.	Self explanatory	<u>IBM</u>	8	8	7	8	-	8	-	7	7	7	8
	Work Stations	Self explanatory												
	PBAX	Self explanatory	<u>IBM</u>	8	8	7	8	8	7	-	7	7	7	8
	Copier Fax	Self explanatory	<u>XEROX</u>	8	8	7	8	-	7	-	7	7	7	8
	Other													
SOFTWARE	System	Self explanatory	<u>VARIOUS</u>	7	-	7	-	7	-	7	7	7	6	7
	Applic.	Self explanatory	<u>VARIOUS</u>	7	-	7	-	7	-	7	7	7	7	7

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: .

Name of Respondent: .

Title: \_\_\_\_\_

Date: 3.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL-MILGO</u>	<u>RACAL-MILGO</u>	<u>2 + 4</u>	<u>CONTRACT ON ORDER</u>	<u>4 HRS</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	<u>SHARP MZ80K</u>	<u>NOT KNOWN (ASSUME DSI)</u>	<u>1</u>	<u>-</u>	<u>-</u>
Work Stations	<u>ICL</u>	<u>ICL</u>	<u>15</u>	<u>CONTRACT</u>	<u>≈ 1 HR</u> <u>(N.B. ICL M/F WITH ON SITE ENGINEER)</u>
Word Processors	_____	_____	_____	_____	_____
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

A VERY HYPOTHETICAL QUESTION FOR THIS COMPANY

ISSUE WOULD BE JUDGED ON 1) COST EFFECTIVENESS

2) REQUIRE AS GOOD OR  
BETTER SERVICE

3) SERVICE EFFECTIVENESS  
OF ENGINEERS

- B. If you would consider this arrangement, what would the pricing requirements be, approximately?

AT LEAST 10% COST REDUCTION

(ICL MTC. CONSIDERED EXPENSIVE)

- C. What would the terms, conditions, and type of cover have to be?

SERVICE WOULD HAVE TO BE AS GOOD

OR BETTER THAN PRESENT

- D. How does this differ from what you are now getting?

—  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

GETTING A BETTER SERVICE INCLUDING

BETTER RESPONSE TIME

- F. Any disadvantages? \_\_\_\_\_

CONCERN OVER 'SERVICE EFFECTIVENESS' OF ENGINEERS

CONCERN OVER PARTS BACK-UP FROM ICL



6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

NO VIEWS ON THIS.

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

YES

Lower charges for lesser service

YES

4. What do you think is the best way to market and sell this idea to your company and others?

COST / LEVEL OF SERVICE

see Q 3A.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Small</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>10,000</u></td> <td><u>6,000</u></td> </tr> <tr> <td>1984</td> <td><u>10,500</u></td> <td><u>6,300</u></td> </tr> <tr> <td>1985</td> <td><u>11,000</u></td> <td><u>6,700</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>10,000</u>	<u>6,000</u>	1984	<u>10,500</u>	<u>6,300</u>	1985	<u>11,000</u>	<u>6,700</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>OK</u></p>
	Hardware	Software												
1983	<u>10,000</u>	<u>6,000</u>												
1984	<u>10,500</u>	<u>6,300</u>												
1985	<u>11,000</u>	<u>6,700</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Not necessary</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>No</u></p> <p><u>Happy with ZCL</u></p>												
<p>What are the best or most positive aspects of service?</p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No</u></p>	<p>What really annoys you about maintenance?</p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>CARPET MANUFACTURE</u></p> <p>total number of employees <u>800</u></p> <p>number of EDP employees <u>10</u></p> <p>total EDP budget for 1983 <u>101,000</u> 1984 <u>105,000</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>Approx 3 workstations</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN A.S.A.P. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# INPUT

## FIELD SERVICE SURVEY - USERS

25

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineering	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 MON DPS7 UNI 90/60 DEC-10	ICL		8	8	8	7	6	8	5	5	9	8	6
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory	ICL		8	8	8	7	6	8	5	5	9	8	10
Data Communications	Modems Multiplexers Tech Control	RACAL MILCO		5	5	5	5	5	8	5	5	9	8	10
OFFICE PRODUCTS	Personal Computer	Self explanatory												
	Word Proc.	Self explanatory												
	Work Stations	Self explanatory	ICL	8	8	8	7	6	8	5	5	9	8	10
	PBAX	Self explanatory												
	Copier Fax	Self explanatory												
	Other													
SOFTWARE	System	Self explanatory												
	Applic.	Self explanatory												

## RACAL-MILGO

## Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company:

Name of Respondent:

Title: C.Date: 3.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	{ RACAL MILGO BT	RACAL MILGO	40	CONTRACT	Same day
Multiplexers		BT	24	CONTRACT	Same day - but varies from area to area
Digital Switching					
LAN's					
X25 Devices					
Other					
<u>Office Products Equip</u>					
PDX					
(PBX, PABX, etc)					
Personal Computer	Many different types				
Work Stations					
Word Processors	{ IBM 5520 IBM DISPLAYWATER	IBM	2	CONTRACT	4 hrs
Teletex		IBM	8	CONTRACT	NEXT DAY
FAX					
Other					

} COUNT  
AS ONE



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

NO

See need for maintenance to be done by the supplier.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

C. What would the terms, conditions, and type of cover have to be?

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

F. Any disadvantages?

Service engineers would not have the necessary detailed product knowledge.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

In general would not be  
unreceptive to these new  
ideas; good if the  
costs of maintenance are  
reduced.

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} YES

4. What do you think is the best way to market and sell this idea to your company and others?

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Perfectly happy</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>250,000</u></td> <td><u>All</u></td> </tr> <tr> <td>1984</td> <td><u>270,000</u></td> <td><u>retail</u></td> </tr> <tr> <td>1985</td> <td><u>300,000</u></td> <td><u>which include</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>250,000</u>	<u>All</u>	1984	<u>270,000</u>	<u>retail</u>	1985	<u>300,000</u>	<u>which include</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>Good idea &amp; to be encouraged.</u></p>
	Hardware	Software												
1983	<u>250,000</u>	<u>All</u>												
1984	<u>270,000</u>	<u>retail</u>												
1985	<u>300,000</u>	<u>which include</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>None</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Needs to be done at time to suit the customer!</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>No - stick with IBM - He supplies to get good service</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Resident Engineers</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>None</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Nothing.</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>RETAILING</u></p> <p>total number of employees <u>60,000</u></p> <p>number of EDP employees <u>400</u></p> <p>total EDP budget for 1983 <u>£7 million</u> 1984 <u>£9 million</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>NO</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INFO I FIELD SERVICE SURVEY - USERS

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				QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
Product Classification	Examples	Manufacturer of Your Equipment	Service of Your Equipment and Software (if different from Mfr.)	Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 MON DPS7 UNI 90/60 DEC-10	IBM 3091 IBM 3032	—	9	10	10	9	9	10	10	10	8	9	10
Small Systems	IBM 8100 BUR B800 MON DPS6 H-P 3000 NCR 8200	IBM 7900	—	8	8	9	9	8	8	1	8	7	8	9
Peripherals and Terminals	Self explanatory	All IBM	—	9	10	10	9	9	10	10	10	8	9	10
Data Communications	Modems Multiplexers Tech Control	RACAL		8	8	7	8	—	—	8	8	—	8	10
OFFICE PRODUCTS	Personal Computer	Self explanatory	—											
	Word Proc.	Self explanatory	IBM	?	?	—	—	8	?	—	—	8	9	9
	Work Stations	Self explanatory	—											
	PBAX	Self explanatory	—											
	Copier Fax	Self explanatory	—											
	Other		—											
SOFTWARE	System	Self explanatory	IBM	—	9	—	9	—	8	8	—	—	9	9
	Applic.	Self explanatory	—											



Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_

Name of Respondent: \_

Title: \_\_\_\_\_

Date: 3-10-83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACALMILGO</u>	<u>RACALMILGO</u>	<u>4</u>	<u>T&amp;M</u>	<u>-</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	<u>TANDY</u> <u>TSR 80</u>	<u>TANDY</u>	<u>3</u>	<u>SAIP TO SUPPLIER</u>	_____
Work Stations	<u>IBM 3279</u>	<u>IBM</u>	<u>27</u>	<u>CONTRACT</u>	<u>1/2 hr - 1 DAY</u> <u>(2 HRS AV.)</u>
Word Processors	<u>WANGOIS</u>	<u>WANG</u>	<u>3</u>	<u>CONTRACT</u>	<u>2 HRS.</u>
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Hand  
over  
IBM PC's  
IN PLACE  
OF TANDY  
DO NOT  
LIKE  
SERVICE  
ARRANGEMENT

Has Chetah Telerc system  
from BT.

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES

- B. If you would consider this arrangement, what would the pricing requirements be, approximately?

- 10 - 15 %

- C. What would the terms, conditions, and type of cover have to be?

More extensive hours eg as for BASF DISKS  
24 HOUR COVER

Printers and Tapes are critical at this installation

- D. How does this differ from what you are now getting?

- E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

Price / Administration should be more convenient.

- F. Any disadvantages?

Reliability of TPM firm.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

*The 'Retainer' idea is particularly appealing.*

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

*} YES, DP critical not OIS  
MT service is expensive*

4. What do you think is the best way to market and sell this idea to your company and others?

*Sell by example - show detailed comparison against existing costs and services.*

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>20 min delay in response</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>£30,000</u></td> <td><u>£10,000</u></td> </tr> <tr> <td>1984</td> <td><u>£32,000</u></td> <td><u>£11,000</u></td> </tr> <tr> <td>1985</td> <td><u>£35,000</u></td> <td><u>£12,000</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>£30,000</u>	<u>£10,000</u>	1984	<u>£32,000</u>	<u>£11,000</u>	1985	<u>£35,000</u>	<u>£12,000</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>Not interested</u></p>
	Hardware	Software												
1983	<u>£30,000</u>	<u>£10,000</u>												
1984	<u>£32,000</u>	<u>£11,000</u>												
1985	<u>£35,000</u>	<u>£12,000</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Reduce price</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Depends on the reliability of machine. IBM PCs, excellent, reliable - little preventive maintenance required</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>No. Safety in having high level of maintenance</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Long term relationship with one engineer (1st line support)</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Nothing much, apart from high price</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>Insurance</u></p> <p>total number of employees <u>400</u></p> <p>number of EDP employees <u>35</u></p> <p>total EDP budget for 1983 <u>£1m</u>      1984 <u>£1m</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>Yes IBM PCs.</u> <u>IBM 3380 250000 pcm</u> <u>Wickham 3278 4000</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN A.S.A.P. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD, AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												



# 1983 INPUT FIELD SERVICE SURVEY - USERS

121

Product Classification	Examples	Manufact- urer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC-10	IBM		7	7	7	7	6	3	8	7	6	6	8
Small Systems	IBM 8100 BUR B800 HON DPS6 H-P 3000 NCR 8200	/												
Peripherals and Terminals	Self explanatory	IBM HON NCR		7	7	7	7	6	8	8	7	6	6	8
				8	8	8	8	1	8	8	8	8	8	8
Data Communi- cations	Modems Multiplexers Tech Control	Racal		7	7	7	7		8	8	8	8	8	8
OFFICE PRODUCTS	Personal Computer	Self explanatory	IBM HON	4	4	4	3	2	/	/	5	5	/	3
	Word Proc.	Self explanatory	IBM HON	5	5	5	5	5	5	5	5	5	5	5
	Work Stations	Self explanatory	IBM	7	7	7	7	/	7	7	7	7	7	7
	PBAX	Self explanatory	/											
	Copier Fax	Self explanatory	/											
	Other		/											
SOFTWARE	System	Self explanatory	IBM HON	6	6	6	6	6	6	6	6	6	6	6
	Applic.	Self explanatory	/	9	2	7	8	8	8	8	8	8	8	8

RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 3 - 10 - 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

- 1. May we, first, just verify the equipment you listed previously:
- 2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx #</u> <u>Units</u>	<u>Type of</u> <u>Service</u>	<u>Response Time</u>
Modems	{ <u>RACAL-MILGO</u> <u>BT</u>	<u>RACALMILGO</u>	<u>1</u>	<u>CONTRACT</u>	<u>8 HRS</u>
Multiplexers		<u>BT</u>	<u>3</u>	<u>CONTRACT</u>	<u>IMMEDIATE</u> <u>NEXT DAY</u>
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	<u>STRONGER TYPE</u> <u>BEING REPLACED BY MONARCH</u>	<u>BT</u>	<u>1</u>	<u>(CONTRACT)</u>	<u>—</u>
Personal Computer	<u>HP</u>	<u>HP</u>	<u>UP TO 50</u>	<u>CONTRACT</u>	<u>8 HRS.</u>
Work Stations	<u>HP</u>	<u>HP</u>	<u>30</u>	<u>CONTRACT</u>	<u>8 HRS</u>
Word Processors	<u>HP</u> <u>XEROX</u>	<u>HP</u> <u>XEROX</u>	<u>1</u> <u>12</u>	<u>CONTRACT</u> <u>CONTRACT</u>	<u>8 HRS</u> <u>NEXT DAY</u>
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES

but need Guaranteed Service

Economic cost

Better Service { HP Service very good }

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

15 - 25 % less

C. What would the terms, conditions, and type of cover have to be?

Better period of cover than at present.

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

Price

F. Any disadvantages?

Spares Back up

{ Could not refer difficult problems to manufacturer. }  
{ ∴ What escalation procedures. }



6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

Pick up and  
delivery + keep  
makes a good  
idea.

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} Yes, but wary.

4. What do you think is the best way to market and sell this idea to your company and others?

20% less cost

Show that TPM Co. is very flexible.

(N.B. Hewlett Packard very restrictive.)

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>TIME TAKEN TO GET</u></p> <p><u>LATEST REVISIONS ETC</u></p> <p><u>SOFTWARE - ANYTHING</u></p> <p><u>UP TO 4 MONTHS DEL</u></p> <p><u>DOWN.</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table><thead><tr><th></th><th>Hardware</th><th>Software</th></tr></thead><tbody><tr><td>1983</td><td><u>£45K</u></td><td><u>£8K</u></td></tr><tr><td>1984</td><td><u>£60K</u></td><td><u>£8K</u></td></tr><tr><td>1985</td><td><u>£70K.</u></td><td><u>£8.5K.</u></td></tr></tbody></table>		Hardware	Software	1983	<u>£45K</u>	<u>£8K</u>	1984	<u>£60K</u>	<u>£8K</u>	1985	<u>£70K.</u>	<u>£8.5K.</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>NOT GOOD SAYS A</u></p> <p><u>LOT OF THE I CAN</u></p> <p><u>REDUCE DOWN TIME TO</u></p> <p><u>MINUTES.</u></p>
	Hardware	Software												
1983	<u>£45K</u>	<u>£8K</u>												
1984	<u>£60K</u>	<u>£8K</u>												
1985	<u>£70K.</u>	<u>£8.5K.</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>CONCENTRATE MORE ON</u></p> <p><u>THE SOFTWARE</u></p> <p><u>ORIGINALS.</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>IF IT IS EFFECTIVE</u></p> <p><u>THEN PLANNED DOWN</u></p> <p><u>TIME IS BETTER</u></p> <p><u>THAN UNEXPECTED.</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>YES, FOR MY UNICAT</u></p> <p><u>WE NO LONGER HAVE</u></p> <p><u>I WOULD NOT</u></p> <p><u>CONSIDER DOING IT</u></p> <p><u>AGAIN.</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>WITHOUT IT THE</u></p> <p><u>DIAGNOSTICS WOULD BE</u></p> <p><u>UNACCEPTABLE.</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>NO.</u></p>	<p>What really annoys you about maintenance?</p> <p><u>IT SEEMS EXPENSIVE</u></p> <p><u>WHEN THE ITEMS</u></p> <p><u>UNDER CONTRACT NEVER</u></p> <p><u>FAIL.</u></p>												
<p>GENERAL INFORMATION</p>	<p>primary business of company</p> <p><u>LIFE INSURANCE</u></p> <p>total number of employees</p> <p><u>200+</u></p> <p>number of EDP employees</p> <p><u>20</u></p> <p>total EDP budget for</p> <p>1983 <u>140K</u> 1984 <u>200K.</u></p> <p>are you buying new equipment in 1984? If yes, what?</p> <p><u>DISCS, PCs, SOFTWARE.</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

308

				QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
Product Classification	Examples	Manufacturer of Your Equipment	Service of Your Equipment and Software (if different from Mfr.)	Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 HON DPS7 UNI 90/60 DEC-10													
Small Systems	IBM 8100 BUR 8800 HON DPS6 H-P 3000 NCR 8200	HEWLETT PACKARD		10	10	10	9	7	9	9	7	9	1	10
Peripherals and Terminals	Self explanatory	HEWLETT PACKARD		10	10	10	9	7	9	9	7	9	1	10
Data Communications	Modems Multiplexers Tech Control	RACAL		5	5	5	5	-	-	-	-	-	5	10
OFFICE PRODUCTS	Personal Computer	Self explanatory	HP	10	10	10	9	7	9	9	7	9	1	10
	Word Proc.	Self explanatory	HP xerox	3	3	3	5	-	5	-	2	2	9	5
	Work Stations	Self explanatory												
	PBAX	Self explanatory												
	Copier Fax	Self explanatory												
	Other													
SOFTWARE	System	Self explanatory	HP.	7	7	7	-	5	-	-	9	5	1	10
	Applic.	Self explanatory												

RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_

Name of Respondent: \_

Title: \_\_\_\_\_

Date: 3.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL MILGO</u>	<u>RACAL MILGO</u>	<u>6</u>	<u>CONTRACT</u>	<u>4 HRS.</u>
Multiplexers	<u>ICL</u>	<u>ICL</u>	<u>2</u>	<u>CONTRACT</u>	<u>VARIABLE</u>
Digital Switching	<u>STC</u>	<u>STC</u>	<u>1</u>	<u>CONTRACT</u>	<u>24 HRS</u>
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	<u>STC</u> <u>PANTOMAT</u>	<u>STC AND</u> <u>BT</u>	<u>1</u>	<u>(CONTRACT)</u>	<u>QUESTIONABLE</u>
Personal Computer	<u>COMMODORE</u>	<u>RADAN</u> <u>(Dist.)</u>	<u>1</u>	<u>CONTRACT</u>	<u>SAME DAY (NOT CRITICAL)</u>
Work Stations	<u>ICL</u>	<u>ICL</u>	<u>22</u>	<u>CONTRACT</u>	<u>GOOD</u>
Word Processors	<u>WORDPLEX</u> <u>GENINT</u>	<u>WORDPLEX</u>	<u>2</u>	<u>CONTRACT</u>	<u>4-8 HRS</u>
2) Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	<u>TECTRONIC</u> <u>CADSYSTEM</u>	<u>RADAN</u>	<u>1</u>	<u>CONTRACT</u>	<u>SAME DAY</u>



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

*A POSSIBILITY*

*if cheaper for an equally good service.*

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

*- 15 %*

C. What would the terms, conditions, and type of cover have to be?

*Service not a problem 90% of the time*

*Mtce service seems very expensive given better technology.*

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

*PRICE / Attractive in view of planned move to networking, electronic mail, consolidation of CAD/CAM etc.*

F. Any disadvantages?

*Not particularly.*

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

These new methods could  
be attractive but  
currently favour  
standard maintenance  
contract.

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} YES, a possibility.

4. What do you think is the best way to market and sell this idea to your company and others?

Send in detailed questionnaire and show  
differences in detail.

Would need to be established supplier.



<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Level of preventative maintenance. Slow response time</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td></td> <td></td> </tr> <tr> <td>1984</td> <td></td> <td></td> </tr> <tr> <td>1985</td> <td></td> <td></td> </tr> </tbody> </table>		Hardware	Software	1983			1984			1985			<p>What is your attitude to remote diagnostics?</p> <p><u>Keep have site diagnostic plan access to remote desk</u></p>
	Hardware	Software												
1983														
1984														
1985														
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Return telephone call. Inform user of his intention to come &amp; time when he coming</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Necessary</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>no - prefer to stay with supplier - already have knowledgeable &amp; excellent continuity</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Application until fault is resolved once problem is sorted.</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>no</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Lack of response time. Lack of part brought by engineer - difficulty in obtaining replacement</u></p>												
<p>GENERAL INFORMATION</p>	<p>primary business of company <u>ENGINEERING.</u></p> <p>total number of employees <u>1200</u></p> <p>number of EDP employees <u>13</u></p> <p>total EDP budget for 1983 <u>£250,000</u> 1984 <u>?</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>No</u> <u>(Budget in 1982/83).</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO: ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

20

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 MON DPS7 UNI 90/60 DEC-10	ICL ME 29		5	5	1	1	1	1	5	5	1	1	5
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory	ICL		5	5	1	1	1	1	5	5	1	1	5
Data Communications	Modems Multiplexers Tech Control	<u>RICAL</u>												
OFFICE PRODUCTS	Personal Computer	Self explanatory	<u>GENUINE</u>	5	5	1	1	1	1	5	5	1	1	5
	Word Proc.	Self explanatory	<u>WADLEY</u>	10	10	10	5	10	10	5	10	5	10	10
	Work Stations	Self explanatory	<u>ICL</u>	5	5	1	1	1	1	5	5	1	1	5
	PBAX	Self explanatory	<u>STC</u>	5	5	5	5	N/A	5	1	5	1	1	5
	Copier Fax	Self explanatory	X											
	Other	Self explanatory	<u>CAJ</u>	<u>INSTALLED MAY 1981</u>										
SOFTWARE	System	Self explanatory	<u>GEORGETT</u>	5	5	1	1	1	1	5	5	1	1	5
	Applic.	Self explanatory	<u>DMNC 29</u> <u>RAGLIER</u>	5	5	1	1	1	1	5	5	1	5	5

## RACAL-MILGO

## Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company:

Name of Respondent:

Title: \_\_\_\_\_

Date: 3.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u> (1 FAULT IN 4 YRS) WITHIN 24 HRS.
Modems	<u>RACAL MILGO</u>	<u>RACAL MILGO</u>	<u>2</u>	<u>T &amp; M</u>	
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____
<u>Office Products Equip</u>					
PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	_____	_____	_____	_____	_____
Work Stations	<u>ICL</u>	<u>ICL</u>	<u>12</u>	<u>CONTRACT</u>	<u>2-3 HRS</u>
Word Processors	_____	_____	_____	_____	_____
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

*No*

*but would be interested for DP kit*

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

*Would expect to pay similar charges.*

C. What would the terms, conditions, and type of cover have to be?

*Would need adequate cover.*

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

*Admin - only one person to contact.*

F. Any disadvantages?

*None foreseen at the moment.*



6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

*Not without  
centralised control.*

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

*} Not really, all  
equipment is critical.*

4. What do you think is the best way to market and sell this idea to your company and others?

*Centralisation of Service Requirements.*

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>SOFTWARE FAULTS.</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>25,000</u></td> <td><u>10,000</u></td> </tr> <tr> <td>1984</td> <td><u>32,000</u></td> <td><u>20,000</u></td> </tr> <tr> <td>1985</td> <td><u>40,000</u></td> <td><u>30,000</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>25,000</u>	<u>10,000</u>	1984	<u>32,000</u>	<u>20,000</u>	1985	<u>40,000</u>	<u>30,000</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>UNSURE OF</u> <u>SUCCESS RATE</u></p>
	Hardware	Software												
1983	<u>25,000</u>	<u>10,000</u>												
1984	<u>32,000</u>	<u>20,000</u>												
1985	<u>40,000</u>	<u>30,000</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Better spread of</u> <u>engineers in areas.</u> <u>Software support is</u> <u>the worst culprit</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Can be arranged more</u> <u>successfully at convenient</u> <u>times with the engineers.</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>As long as a good</u> <u>working relationship exists</u> <u>at field level, there no</u> <u>change</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Determination of</u> <u>engineers to be of</u> <u>service</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Outside hours</u> <u>working changes</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>Newspapers / magazines.</u></p> <p>total number of employees <u>2,200</u></p> <p>number of EDP employees <u>13</u></p> <p>total EDP budget for 1983 <u>£1m</u> 1984 <u>2.5m.</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>Extra core, extra peripherals</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

Miller  
2500

Planning Services For Management

**INPUT**



# 1983 INPUT FIELD SERVICE SURVEY - USERS

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				QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
Product Classification	Examples	Manufacturer of Your Equipment	Service of Your Equipment and Software (if different from Mfr.)	Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to others	Product reliability
Large Systems	IBM 308X BUR 85900 HON DPS7 UNI 90/60 DEC-10													
Small Systems	IBM 8100 BUR 8800 HON DPS6 H-P 3000 NCR 8200	ILL		8	10	8	9	5	5	8	8	5	8	10
Peripherals and Terminals	Self explanatory	ICL		8	10	8	9	5	5	8	8	5	8	10
Data Communications	Modems Multiplexers Tech Control	RACAL- MILGO		5	8	5	5	5	5	5	5	10	5	10
OFFICE PRODUCTS	Personal Computer	Self explanatory												
	Word Proc.	Self explanatory												
	Work Stations	Self explanatory	ICL	8	10	8	9	5	5	8	8	5	8	10
	PBAX	Self explanatory												
	Copier Fax	Self explanatory												
	Other													
SOFTWARE	Systems	Self explanatory	ICL	8	10	8	5	5	5	4	8	4	8	6
	Applic.	Self explanatory												

RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_

Name of Respondent: \_

Title: \_

Date: 4. 10. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx #</u> <u>Units</u>	<u>Type of</u> <u>Service</u>	<u>Response Time</u>
Modems	<u>CODEX</u> <u>RACAL-MILGO</u>	<u>CODEX</u> <u>RACAL-MILGO</u>	<u>3</u> <u>15</u>	<u>Under Warranty</u> <u>T&amp;M</u>	<u>?</u> <u>24 HOURS</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	<u>ZILOG</u>	<u>ZILOG</u>	<u>2</u>	<u>T&amp;M</u>	<u>2 DAYS</u>
Work Stations	_____	_____	_____	_____	_____
Word Processors	_____	_____	_____	_____	_____
Teletex	_____	_____	_____	_____	_____
FAX	<u>STC</u>	<u>STC</u>	<u>1</u>	<u>T&amp;M</u>	<u>24 HOURS</u>
Other	<u>SINTEL</u> <u>PCOMPUTER</u>	<u>SINTEL</u> <sup>+</sup>	<u>116</u>	<u>T&amp;M</u>	<u>ONE WEEK</u> <u>IE RETURNED</u> <u>TO ISRAEL</u>

<sup>+</sup>  
ISRAELI COMPANY

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

NOT REALLY

Service more important than price.

- B. If you would consider this arrangement, what would the pricing requirements be, approximately?

30-40%

- C. What would the terms, conditions, and type of cover have to be?

Would like to see a better response time,  
but happy with current service.

- D. How does this differ from what you are now getting?

- E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

Dealing with one company rather than 50  
to sort out the problem.

- F. Any disadvantages? \_\_\_\_\_

Lack of expertise

If became unhappy - then what?  
a vulnerability

Overcoming practicalities.

Not specific - Tack of all trades.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Would prefer maintenance done on site.

T&M seen as beneficial and more cost effective.

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

YES, definitely the best way to go.

4. What do you think is the best way to market and sell this idea to your company and others?

Single entity, Strong guarantee

Lack of Catch 22 situations

Security of supplier of service

offer cancellation / escape route.



<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Poor Quality Assurance of Spare Parts</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>30,000</u></td> <td><u>25,000</u></td> </tr> <tr> <td>1984</td> <td><u>35,000</u></td> <td><u>25,000</u></td> </tr> <tr> <td>1985</td> <td><u>40,000</u></td> <td><u>30,000</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>30,000</u>	<u>25,000</u>	1984	<u>35,000</u>	<u>25,000</u>	1985	<u>40,000</u>	<u>30,000</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>Would be good, unfortunately it generally ends up being a waste of time</u></p>
	Hardware	Software												
1983	<u>30,000</u>	<u>25,000</u>												
1984	<u>35,000</u>	<u>25,000</u>												
1985	<u>40,000</u>	<u>30,000</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Better Spare Parts and more desire to help i.e. realise we are the customer not them.</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>In certain respects good - generally though it doesn't stop many faults</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>No - familiarity seems the best</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>We don't use it that often.</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No -</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Product Quality Control</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>Value Added Communications Inc</u></p> <p>total number of employees <u>20</u></p> <p>number of EDP employees <u>8</u></p> <p>total EDP budget for <del>1983</del> <u>1984</u> <u>95,000</u></p> <p>are you buying new equipment in 1984? If yes, what? <u>Unknown</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO: ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 25 PICCADILLY, LONDON, W1V 8PB</p>												

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR 65900 HON DPS7 UNI 90/60 DEC-10	TANDEM		6	7	4	1	8	3	1	9	3	4	8
Small Systems	IBM 8100 BUR 6800 HON DP56 H-P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory	TANDEM		6	8	4	2	6	8	5	3	3	2	5
		DEC		8	8	7	8	5	5	5	5	8	5	9
Data Communications	Modems Multiplexers Tech Control	CODEX		8	7	7	5	7	7	8	6	8	7	9
		RACAL		8	7	7	5	7	7	7	6	8	7	9
		B.T.		2	2	9	6	6	1	1	7	1	7	2
		DCE		2	3	5	4	4	1	1	5	2	7	2
OFFICE PRODUCTS	Personal Computer	Self explanatory	ZILOG		-	-	-	-	-	-	-	-	-	-
	Word Proc.	Self explanatory												
	Work Stations	Self explanatory												
	PBAX	Self explanatory	B.T.	3	8	7	8	8	5	5	1	2	5	1
	Copier Fax	Self explanatory	ITT	7	4	5	5	5	5	5	3	8	5	8
	Other	MULTI- INTERFACE	SINTEL	9	10	9	6	8	5	5	3	10	9	10
SOFTWARE	System	Self explanatory	CCI/PSI	9	9	10	8	10	8	9	10	9	8	9
	Applic.	Self explanatory	CCI	9	9	10	9	10	9	9	10	10	8	9



Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company:

Name of Respondent:

Title: \_\_\_\_\_

Date: 4. 10. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	{ RACAL MILGO BT	RACAL MILGO BT	4 8	T & M CONTRACT	Same day -
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip.

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	_____	_____	_____	_____	_____
Work Stations	NEWBURY PERKIN ELMER	{ PRIME FIELD ENGINEERING	5 10	CONTRACT PICK UP	24 HRS -
Word Processors	_____	_____	_____	_____	_____
Teletex	_____	_____	_____	_____	_____
FAX	NATIONAL PANASONIC	NP	1	CONTRACT	-
Other	_____	_____	_____	_____	_____

being  
explained  
by PRIME  
Terminals

3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not?

YES, for all non PRIME kit.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

C. What would the terms, conditions, and type of cover have to be?

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

Ease of use / consistency

F. Any disadvantages?

Would be suspicious of ability to service  
very wide range of kit  
Spares in stock?

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

	Exchange for comms. equipment would be attractive.

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other


- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

}	YES.

4. What do you think is the best way to market and sell this idea to your company and others?

COST/BENEFIT

Uniformity of Interface

Ease of Use

Overcome misgivings about ability  
to support wide range of equipment.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Uncertainty of response time</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>£120,000</u></td> <td><u>-</u></td> </tr> <tr> <td>1984</td> <td><u>£150,000</u></td> <td><u>-</u></td> </tr> <tr> <td>1985</td> <td><u>£200,000</u></td> <td><u>-</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>£120,000</u>	<u>-</u>	1984	<u>£150,000</u>	<u>-</u>	1985	<u>£200,000</u>	<u>-</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>Difficult to manage. Time wasted.</u></p>
	Hardware	Software												
1983	<u>£120,000</u>	<u>-</u>												
1984	<u>£150,000</u>	<u>-</u>												
1985	<u>£200,000</u>	<u>-</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Employ an Engineer on site</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>This should be automatic &amp; performed out of normal office hours</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>No. Expertise may be a problem. Spares is another issue.</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Friendly &amp; timely response to all calls.</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>Yes. We are in-house machine user.</u></p> <p><u>Steve Hampshire.</u></p>	<p>What really annoys you about maintenance?</p> <p><u>The machines going down!</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>SOFTWARE</u></p> <p>total number of employees <u>90</u></p> <p>number of EDP employees</p> <p>total EDP budget for 1983                      1984</p> <p>are you buying new equipment in 1984? If yes, what? <u>PRIME</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 25 PICCADILLY, LONDON, W1V 9PB</p>												

not all this week

Planning Services For Management

**INPUT**



# 1983 INPUT FIELD SERVICE SURVEY - USERS

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Product Classification	Examples	Manufact- urer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent											
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared salesmen	Product reliability	
Large Systems	IBM 308X BUR 85900 MON DPS7 UNI 90/60 DEC-10														
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200 PRIME	PRIME	PRIME	9	9	8	7	9	8	7	6	7	9	9	
Peripherals and Terminals	Self explanatory	PRIME	PRIME	9	9	8	7	9	8	7	6	7	9	9	
Data Communi- cations	Modems Multiplexers Tech Control	GPO BRIT. TELECO RACAL MILGO	B.T. RACAL	7	7	6	6	-	-	1	1	2	1	8	
				9	9	8	8	-	-	5	1	3	1	8	
OFFICE PRODUCTS	Personal Computer	Self explanatory													
	Word Proc.	Self explanatory													
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory	NAT PANAWNK	N.P.	7	7	6	2	1	1	1	1	2	4	8
	Other														
SOFTWARE	System	Self explanatory	PRIME	PRIME	9	9	9	-	9	-	7	6	9	-	9
	Applic.	Self explanatory													

## Questionnaire

Date: 4-10-83

- 120 -



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

NO

DP Manager has left.

Satisfied with current service. No particular problems. Cost of mntce. not seen as a problem.

- B. If you would consider this arrangement, what would the pricing requirements be, approximately?

\_\_\_\_\_

- C. What would the terms, conditions, and type of cover have to be?

\_\_\_\_\_

- D. How does this differ from what you are now getting?

\_\_\_\_\_

- E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

\_\_\_\_\_

- F. Any disadvantages? \_\_\_\_\_

\_\_\_\_\_

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

4. What do you think is the best way to market and sell this idea to your company and others?

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Unreliable</u></p> <p><u>Software</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>10,304.47</u></td> <td><u>13,144.76</u></td> </tr> <tr> <td>1984</td> <td><u>11,334.93</u></td> <td><u>14,459.24</u></td> </tr> <tr> <td>1985</td> <td><u>12,241.72</u></td> <td><u>15,615.97</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>10,304.47</u>	<u>13,144.76</u>	1984	<u>11,334.93</u>	<u>14,459.24</u>	1985	<u>12,241.72</u>	<u>15,615.97</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>ONLY ACCEPTABLE</u></p> <p><u>IF POSSIBLE, BUT NOT</u></p> <p><u>HIGHLY CONFIDENT SUFF.</u></p>
	Hardware	Software												
1983	<u>10,304.47</u>	<u>13,144.76</u>												
1984	<u>11,334.93</u>	<u>14,459.24</u>												
1985	<u>12,241.72</u>	<u>15,615.97</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>BETTER TRAINING FOR</u></p> <p><u>THEIR SUPPORT</u></p> <p><u>STAFF</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>POSITION IN FAVOR OF</u></p> <p><u>PREVENTIVE MAINTENANCE</u></p> <p><u>ON AN ONGOING BASIS</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>NO. THIS DECISION WAS</u></p> <p><u>MADE BY OUR GENERAL</u></p> <p><u>MANAGER</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>WELL TRAINED MAINTENANCE</u></p> <p><u>ENGINEERS.</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>NO</u></p>	<p>What really annoys you about maintenance?</p> <p><u>LOSS OF TIME FOR OUR</u></p> <p><u>USING DEPARTMENTS</u></p>												
<p><b>GENERAL INFORMATION</b></p> <table border="1"> <tr> <td>primary business of company</td> <td><u>HOUSE BUILDERS</u></td> </tr> <tr> <td>total number of employees</td> <td><u>700</u></td> </tr> <tr> <td>number of EDP employees</td> <td><u>10</u></td> </tr> <tr> <td>total EDP budget for</td> <td><u>1983 250,000 1984 150,000</u></td> </tr> <tr> <td>are you buying new equipment in 1984? If yes, what?</td> <td><u>NO</u></td> </tr> </table>			primary business of company	<u>HOUSE BUILDERS</u>	total number of employees	<u>700</u>	number of EDP employees	<u>10</u>	total EDP budget for	<u>1983 250,000 1984 150,000</u>	are you buying new equipment in 1984? If yes, what?	<u>NO</u>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>	
primary business of company	<u>HOUSE BUILDERS</u>													
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# 1983 INPUT FIELD SERVICE SURVEY - USERS

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Product Classification	Examples	Manufact- urer of Your Equipment	Service of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent											
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability		
Large Systems	IBM 308X BUR 85900 MON DPS7 UNI 90/60 DEC-10														
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200	IBM SYSTEM 38		7	6	5	6	7	5	4	5	5	7	8	
		ICL 2903		5	5	4	6	4	5	5	6	6	5	4	
Peripherals and Terminals	Self explanatory	5251		7	6	5	6	7	5	4	5	5	7	8	
		DDE		5	5	4	6	4	5	5	6	6	5	4	
Data Communi- cations	Modems Multiplexers Tech Control	RACAL MPS 4827		9	9	9	10	-	8	10	8	10	9	10	
OFFICE PRODUCTS	Personal Computer	Self explanatory	X												
	Word Proc.	Self explanatory	VYDEC		7	7	6	7	8	8	6	6	6	7	8
	Work Stations	Self explanatory	X												
	PBAX	Self explanatory	X												
	Copier Fax	Self explanatory	X												
	Other		X												
SOFTWARE	System	Self explanatory	IBM		7	8	7	5	8	7	6	6	5	7	9
	Applic.	Self explanatory	IN-HOUSE												



RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_

Name of Respondent: \_

Title: \_\_\_\_\_

Date: 4.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL MILGO</u>	<u>RACAL MILGO</u>	<u>4</u>	<u>T&amp;M</u>	<u>4 HRS</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	<u>IBM PC</u>	<u>Distr.</u>	<u>1</u>	<u>-</u>	<u>NOT EXPERIENCED</u>
Work Stations	<u>IBM</u>	<u>IBM</u>	<u>14</u>	<u>(CONTRACT Some on leased)</u>	<u>4 HRS</u>
Word Processors	<u>IBM 5520</u>	<u>IBM</u>	<u>6 TERMINALS</u>	<u>(CONTRACT leased)</u>	<u>4 HRS (2 HRS AV)</u>
	<u>DISPLAYWRITER</u>	<u>IBM</u>	<u>7</u>	<u>CONTRACT</u>	<u>4 HRS</u>
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES

Have already looked at MAINSTAY and  
RENTAL RESEARCH but not happy about relationship  
with IBM engineers.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

15-25 %

Price would not overrule importance of relationship  
to suppliers.

C. What would the terms, conditions, and type of cover have to be?

—  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

D. How does this differ from what you are now getting?

—  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

—  
\_\_\_\_\_  
\_\_\_\_\_

F. Any disadvantages? \_\_\_\_\_

Breakdown of relationship with supplier  
More admin.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Retainer would be  
of interest if substantial  
cost difference could be  
shown.

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} Willing to consider for  
terminals

4. What do you think is the best way to market and sell this idea to your company and others?

Direct approach to individuals

specifically responsible for OA and the computer.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Since last delivery</u> <u>Very disappointing</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <p style="text-align: center;">Hardware + Software</p> <p>1983 <u>25000</u></p> <p>1984 <u>28000</u></p> <p>1985 <u>31000</u></p>	<p>What is your attitude to remote diagnostics?</p> <p><u>Particularly D.S</u> <u>U-L-Training</u></p>
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Turnover per</u> <u>Training</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>NEGATIVE</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>YES.</u> <u>Two situations</u></p>
<p>What are the best or most positive aspects of service?</p> <p><u>Engineer's</u> <u>Experience &amp; Prof</u> <u>EXPERIENCE</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>NO</u></p>	<p>What really annoys you about maintenance?</p> <p><u>DELAY IN REPLY</u> <u>OF RETURN</u> <u>COMMUNICATION</u></p>
<p>GENERAL INFORMATION</p>	<p>primary business of company</p>	

Financial Services

total number of employees 600

number of EDP employees 6

total EDP budget for 1983 160000 1984 180000

are you buying new equipment in 1984? If yes, what? U.S.A. To  
IBM 538 + 5520  
Office Machine

ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.

THANK YOU. Andy Thomas

PLEASE RETURN ASAP. TO:

ANDY THOMAS  
DIRECTOR FIELD SERVICE,  
INPUT LTD.,  
AIRWORK HOUSE,  
35 PICCADILLY,  
LONDON, W1V 9PB

# 1983 INPUT FIELD SERVICE SURVEY - USERS

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Product Classification	Examples	Manufact- urer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent											
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared salesmen	Product reliability	
Large Systems	IBM 308X BUR 85900 MON DP57 UNI 90/60 DEC-10														
Small Systems	IBM 8100 BUR 8800 MON DP56 H-P 3000 NCR 8200	IBM 4333 8330	SAME	7	8	8	7	8	10	5	7	8	8	9	
Peripherals and Terminals	Self explanatory	IBM V4241	SAME	5	8	8	7	10	10	5	7	7	8	9	
Data Communi- cations	Modems Multiplexers Tech Control	SAME 9630 N/A	SAME	8	8	8	5	5	5	8	8	8	9	10	
OFFICE PRODUCTS	Personal Computer	Self explanatory	N/A												
	Word Proc.	Self explanatory	IBM 5120 IBM 5120	SAME											
	Work Stations	Self explanatory	IBM 5121 IBM 5121	SAME	7	8	8	7	8	8	8	8	8	10	
	PBAX	Self explanatory	N/A												
	Copier Fax	Self explanatory	N/A												
	Other		N/A												
SOFTWARE	System	Self explanatory	SSP	SAME	7	8	8	7	8	10	5	7	8	8	9
	Applic.	Self explanatory	IBM 1620												



RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company:

Name of Respondent:

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- 1. May we, first, just verify the equipment you listed previously:
- 2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	{ RACAL MILGO BT	TELEPHONE	4	CONTRACT	24 HRS
Multiplexers		RENTALS	1		APPALING SERVICE SOMETIMES 2 DAYS TO REPAIR
Digital Switching					
LAN's					
X25 Devices					
Other	CABLING	TELEPHONE RENTALS	-	CONTRACT	

Office Products Equip

PDX					
(PBX, PABX, etc)	PHILIPS	BT	1	(CONTRACT)	≈ 4 HRS
Personal Computer	ACT SIRIUS	Dist.	2	SEND BACK	-
Work Stations					
Word Processors	ADLER	Dist.	1	T&M	Same day
Teletex					
FAX					
Other	MSI	MSI	84	SEND BACK <sup>+</sup>	3-4 weeks

hand held terminals

+ minimum repair charge £50 per unit + T&M considered very expensive.



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

*YES*

- B. If you would consider this arrangement, what would the pricing requirements be, approximately?

*Less for the equivalent service*

- C. What would the terms, conditions, and type of cover have to be?

*A lot better than the  
appalling service from Telephone Rentals.*

- D. How does this differ from what you are now getting?

- E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

- F. Any disadvantages? \_\_\_\_\_

*Not local support?*

G. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Already have send back  
for MSI hand held  
terminals.

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} YES, very useful

4. What do you think is the best way to market and sell this idea to your company and others?

Stress COST SAVING and

SECURITY OF maintenance supplier.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Poor response due to insufficient engineers.</u>  <u>Lack of urgency by engineering management.</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>£35,000</u></td> <td><u>—</u></td> </tr> <tr> <td>1984</td> <td><u>£40,000</u></td> <td><u>—</u></td> </tr> <tr> <td>1985</td> <td><u>£45,000</u></td> <td><u>—</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>£35,000</u>	<u>—</u>	1984	<u>£40,000</u>	<u>—</u>	1985	<u>£45,000</u>	<u>—</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>Useful.</u></p>
	Hardware	Software												
1983	<u>£35,000</u>	<u>—</u>												
1984	<u>£40,000</u>	<u>—</u>												
1985	<u>£45,000</u>	<u>—</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>Employ more engineers.</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>Should not be skipped as it frequently is.</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>Yes but none available.</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>Reasonable standard of engineers.</u></p> <p style="text-align: right;">27 APR 1983</p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No.</u></p>	<p>What really annoys you about maintenance?</p> <p><u>Continual skipping of P.M., lack of urgency, poor response and cost.</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company  <u>RETAILER</u></p> <p>total number of employees  <u>1,600</u></p> <p>number of EDP employees  <u>14</u></p> <p>total EDP budget for  1983 <u>£200,000</u> 1984 <u>£220,000</u></p> <p>are you buying new equipment in 1984? If yes, what?  <u>communications equipment.</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS  DIRECTOR FIELD SERVICE,  INPUT LTD.,  AIRWORK HOUSE,  35 PICCADILLY,  LONDON, W1V 9PB</p>												

not in Monday  
in Tuesday.

Planning Services For Management

**INPUT**

1983 **INPUT** FIELD SERVICE SURVEY - USERS

352

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent											
				Overall quality of service	Quality of engineering	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability	
Large Systems	IBM 308X BUR 85900 MON DPS7 UNI 90/60 DEC-10	NCR		2	5	4	5	1	2	1	3	2	5	6	
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200	NCR <del>STRIPS</del>		2	5	4	5	1	1	1	1	1	5	6	
Peripherals and Terminals	Self explanatory	NCR		2	5	4	5	1	2	1	1	2	5	1	
		MSI		4	5	5	5	5	1	1	1	1	6	4	
Data Communications	Modems Multiplexers Tech Control	RACAL	T.R.	4	4	5	2	1	1	1	1	5	4	2	
OFFICE PRODUCTS	Personal Computer	Self explanatory	SIRIUS	AGENT.	2	5	1	4	1	1	1	2	4	3	6
	Word Proc.	Self explanatory	ADLER	AGENT.	4	5	5	5	1	1	1	1	5	4	5
	Work Stations	Self explanatory													
	PBAX	Self explanatory	PHILIPS		6	6	6	6	5	1	1	4	5	3	7
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													



Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_

Name of Respondent: \_

Title: \_\_\_\_\_

Date: 4.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	RACAL MILGO	RACAL MILGO	10	CONTRACT	4 HRS
	BT	BT	6	CONTRACT	4 HRS.
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	OLIVETTI	OLIVETTI	2	CONTRACT	4 HRS
Work Stations	ITT (IBM COMPATIBLE)	ITT	30	CONTRACT (RENTAL)	2-4 HRS
Word Processors	WORDPLEX	WORDPLEX	4	CONTRACT	8 HRS
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

LESS 50 - 60%

C. What would the terms, conditions, and type of cover have to be?

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

F. Any disadvantages? \_\_\_\_\_

Lose power over supplier  
Questionable reliability of third party maintenance supplier.  
Concern over reselling equipment having been serviced by TPM.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} YES, definitely to  
save money.

4. What do you think is the best way to market and sell this idea to your company and others?

Stress Reliability / Financial Stability / Cost.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>Service is slow</u></p> <p><u>Price is too high</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>90000</u></td> <td><u>15000</u></td> </tr> <tr> <td>1984</td> <td><u>110000</u></td> <td><u>15000</u></td> </tr> <tr> <td>1985</td> <td><u>112000</u></td> <td><u>15000</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>90000</u>	<u>15000</u>	1984	<u>110000</u>	<u>15000</u>	1985	<u>112000</u>	<u>15000</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>WELCOME</u></p>
	Hardware	Software												
1983	<u>90000</u>	<u>15000</u>												
1984	<u>110000</u>	<u>15000</u>												
1985	<u>112000</u>	<u>15000</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>INVEST MORE IN ON-SITE SERVICE PARTS</u></p> <p><u>DO NOT WORRY IN PRE-INSTALL THE CUSTOMER OF ANY DEFECT</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>WELCOME</u></p> <p><u>for software</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>BETTER THAN THE</u></p> <p><u>ONE</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>RELIABILITY - SPARE</u></p> <p><u>PARTS AVAILABILITY</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>NO</u></p>	<p>What really annoys you about maintenance?</p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>MOTOR TRAIL</u></p> <p>total number of employees <u>500</u></p> <p>number of EDP employees <u>40</u></p> <p>total EDP budget for 1983 <u>50</u> 1984</p> <p>are you buying new equipment in 1984? If yes, what? <u>MICRO'S AND WP</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN A.S.A.P. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

when call (this and)  
input

Planning Services For Management

**INPUT**

# 1983 INPUT FIELD SERVICE SURVEY - USERS

105

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 MON DPS7 UNI 90/60 DEC-10	IBM 21341/2	-	8	9	10	10	7	8	6	8	7	10	10
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory	ETC-10 T-10	-	7	8	8	8	10	8	5	7	7	8	8
				7	5	6	8	6	7	5	5	5	7	8
Data Communications	Modems Multiplexers Tech Control	RACAL		7	8	8	8	8	7	10	8	7	8	10
OFFICE PRODUCTS	Personal Computer	Self explanatory												
	Word Proc.	Self explanatory	WORDPLEX	-	7	7	7	8	7	1	1	1	5	8
	Work Stations	Self explanatory												
	PBAX	Self explanatory												
	Copier Fax	Self explanatory	XEROX	7	7	7	7	7	5	1	5	6	8	7
	Other													
SOFTWARE	System	Self explanatory	IBM	-	4	6	5	9	5	9	9	4	4	8
	Applic.	Self explanatory	TSI-MACROS	-	6	8	7	9	5	9	9	8	7	7



## RACAL-MILGO

## Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 4.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Service</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<i>RACALMILGO</i>	<i>—</i>	<i>50</i>	<i>RETURN</i>	<i>—</i>
	<i>SE LABS</i>	<i>SE LABS</i>	<i>50</i>	<i>CONTRACT</i>	<i>24 HRS.</i>
Multiplexers	<i>TIMEPLEX</i>	<i>OWN ENGINEERS</i>	<i>32</i>	<i>—</i>	<i>24 HRS.</i>
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	<i>COMMODORE BBCACORN ACT SIRIUS</i>	_____	<i>10 2-300</i>	<i>LOAN/REPAIR SCHEME OPERATED</i>	_____
Work Stations	<i>ICL DRS</i>	<i>ICL</i>	<i>20</i>	<i>CONTRACT</i>	<i>—</i>
Word Processors	<i>WORDPLEX</i>	<i>WORDPLEX</i>	<i>12</i>	<i>CONTRACT</i>	<i>4 HRS.</i>
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES, IF OBTAINABLE

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

at least - 25%

C. What would the terms, conditions, and type of cover have to be?

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

LESS ADMIN / SIMPLER NEGOTIATION

F. Any disadvantages?

Many different types of kit, will  
TPM have professional knowledge for it all.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

Anything to reduce costs.

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} YES

4. What do you think is the best way to market and sell this idea to your company and others?

COST / EASE OF ADMIN

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p>The engineers do not seem to understand that I am not bothered about identifying every problem at the time it occurs - I want to get my car running in the minimum time - they can do</p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td>175,000</td> <td>75,000</td> </tr> <tr> <td>1984</td> <td>180,000</td> <td>75,000</td> </tr> <tr> <td>1985</td> <td>185,000</td> <td>80,000</td> </tr> </tbody> </table> <p>any extra thing is then our</p>		Hardware	Software	1983	175,000	75,000	1984	180,000	75,000	1985	185,000	80,000	<p>What is your attitude to remote diagnostics?</p> <p>If this will produce faster diagnosis and fix I am all in favour</p>
	Hardware	Software												
1983	175,000	75,000												
1984	180,000	75,000												
1985	185,000	80,000												
<p>What changes should the vendor take to significantly improve the level of service?</p>	<p>What is your attitude to preventive maintenance?</p> <p>Providing that it can be done at our convenience I don't object</p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p>Not practical for ICL equipment</p>												
<p>What are the best or most positive aspects of service?</p> <p>On site engineers</p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p>CONFIDENTIAL</p>	<p>What really annoys you about maintenance?</p> <p>ENGINEERS WHO DON'T UNDERSTAND THAT THE FIRST PRIORITY IS TO GET BACK UP AND RUNNING</p>												
<p>GENERAL INFORMATION</p>	<p>primary business of company</p> <p>LOCAL AUTHORITY</p> <p>total number of employees</p> <p>20,000</p> <p>number of EDP employees</p> <p>80</p> <p>total EDP budget for</p> <p>1983 1.7      1984 1.8</p> <p>are you buying new equipment in 1984?</p> <p>if yes, what?</p> <p>terminals, micros, data comm.</p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. Andy Thomas</p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 8PS</p>												

g link at 2pm. Planning Services For Management **INPUT**

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineering	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 MON DP57 UNI 90/60 DEC-10	ICL 2476 (DUAL)		5	7	7	5	5	5	5	5	5	6	5
Small Systems	IBM 8100 BUR B800 MON DP56 H-P 3000 NCR 8200	ICL		5	5	6	6	6	5	6	5	5	5	7
Peripherals and Terminals	Self explanatory	ICL		6	6	7	5	-	-	-	6	5	6	6
Data Communications	Modems Multiplexers Tech Control	SE LABS		7	5	5	5	-	-	5	6	7	6	7
		RACAL		8	5	5	-	-	-	8	7	7	8	8
		TIMEPLEX		8	5	5	6	6	-	6	6	6	6	8
OFFICE PRODUCTS	Personal Computer	Self explanatory	-											
	Word Proc.	Self explanatory	-											
	Work Stations	Self explanatory	-											
	PBAX	Self explanatory	-											
	Copier Fax	Self explanatory	-											
	Other		-											
SOFTWARE	System	Self explanatory	ICL VME B	ICL	7	-	6	-	5	-	5	6	-	-
	Applic.	Self explanatory	/											



RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 4.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL-MILGO</u>	<u>RACAL-MILGO</u>	<u>50</u>	<u>CONTRACT</u>	<u>4 HRS</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other <i>line &amp; modem sharing devices</i>	<u>RACAL-MILGO</u>	<u>RACAL-MILGO</u>	<u>5</u>	<u>CONTRACT</u>	<u>4 HRS</u>

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	<u>ITT MONARCH</u>	<u>BT</u>	<u>1</u>	<u>CONTRACT</u>	<u>—</u>
Personal Computer	<u>ACT SIRIUS</u> <u>COMMODORE</u> <u>APPLE</u>	<u>DIST.</u>	<u>10+</u>	<u>—</u>	<u>—</u>
Work Stations	<u>SPERRY†</u> <u>IBM</u>	<u>SPERRY</u> <u>IBM</u>	<u>25</u> <u>30</u>	<u>CONTRACT</u> <u>CONTRACT</u>	<u>3-4 HRS</u> <u>3-4 HRS</u>
Word Processors	<u>WANG</u>	<u>WANG</u>	<u>2</u>	<u>CONTRACT</u>	<u>NOT KNOWN</u>
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

† are currently negotiating with Sperry to share a duplex stack & hrs in service agreement at price cost.



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES

SPERRY equipment being changed and in a state of flux so would be a delay of 12 months before they would want to consider it.

Network up and running is of prime importance.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

Cannot put a figure on this.

Does not know current maintenance spend.

Service more important than price.

C. What would the terms, conditions, and type of cover have to be?

At least as good as now.

N.B. considers RACAL have support problems

cites - poor delivery

- invoicing problems

- do not know where bit is.

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

One set of engineers to fix problems.

F. Any disadvantages?

Relationship with primary supplier,

M/f mktg by Sperry affects int'l.

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Communications important,  
not happy will change

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

Would consider, indeed are  
considering new approach for  
terminals (see page 1)

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

YES in principle.

4. What do you think is the best way to market and sell this idea to your company and others?

Of key importance

Service

Cost

Reputation of TPI suppliers.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>response time</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 40%; text-align: center;">Hardware</th> <th style="width: 50%; text-align: center;">Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td style="text-align: center;"><u>40,000.</u></td> <td style="text-align: center;"><u>/</u></td> </tr> <tr> <td>1984</td> <td style="text-align: center;"><u>45,000.</u></td> <td style="text-align: center;"><u>/</u></td> </tr> <tr> <td>1985</td> <td style="text-align: center;"><u>50,000.</u></td> <td style="text-align: center;"><u>/</u></td> </tr> </tbody> </table>		Hardware	Software	1983	<u>40,000.</u>	<u>/</u>	1984	<u>45,000.</u>	<u>/</u>	1985	<u>50,000.</u>	<u>/</u>	<p>What is your attitude to remote diagnostics?</p> <p><u>necessary</u></p>
	Hardware	Software												
1983	<u>40,000.</u>	<u>/</u>												
1984	<u>45,000.</u>	<u>/</u>												
1985	<u>50,000.</u>	<u>/</u>												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>more field engineers,</u> <u>return to p.m.</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>support it</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>yes.</u> <u>- cost.</u> <u>- rejected due to</u> <u>problems of co-ord. with</u> <u>manufacturer.</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>guaranteed</u> <u>response time</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>NO.</u></p>	<p>What really annoys you about maintenance?</p> <p><u>(cost)</u></p>												
<p>Primary business of company</p> <p><u>CONSTRUCTION</u></p> <p>Total number of employees</p> <p><u>15,000</u></p> <p>Number of EDP employees</p> <p><u>30</u></p> <p>Total EDP budget for</p> <p><u>1983 1,000,000 1984 1,200,000</u></p> <p>Are you buying new equipment in 1984? yes, what?</p> <p><u>NO.</u></p>		<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

333

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC-10	Sperry		5	5	5	10	10	10	10	1	5	7	7										
Small Systems	IBM 8100 BUR B800 HON DPS6 H-P 3000 NCR 8200	IBM HP MDS		5	5	5	8	4	2	1	4	5	5	8										
Peripherals and Terminals	Self explanatory	Sperry IBM		5	5	5	8	-	-	-	4	3	5	8										
Data Communications	Modems Multiplexers Tech Control	RACAL.		6	5	7																		
Personal Computer	Self explanatory	SIRUS.		-	-	-	-	8	-	-	6	-	5	10										
Word Proc.	Self explanatory	WANG		7	7	7	8	-	-	-	8	7	-	10										
Work Stations	Self explanatory																							
PBAX	Self explanatory																							
Copier Fax	Self explanatory																							
Other																								
SW	System	Self explanatory																						
OFF	Applic.	Self explanatory																						
TE																								



RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 4. 10. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

- 1. May we, first, just verify the equipment you listed previously:
- 2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	{ RACAL-MILGO BT	RACAL-MILGO BT	20 2	CONTRACT CONTRACT	4 HRS. -
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	TESTBED RACAL-MILGO	RACAL-MILGO	1	CONTRACT	-
	RACAL LINE-SPLITTER "	"	1	"	-

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	(60 EXT BT MONARCH)	BT	1	(CONTRACT)	(WITHIN 4 HRS)
Personal Computer	_____	_____	_____	_____	_____
Work Stations	SPERRY	SPERRY	20	CONTRACT	SAME DAY
Word Processors	SPERRY	SPERRY	4	CONTRACT	SAME DAY
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

YES

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

Would not judge TPM supplier on price.

C. What would the terms, conditions, and type of cover have to be?

Objects to paying for all call outs.

Would like 1st 6 call outs free, whoever has responsibility.

Is not happy about level of guaranteed spares manufacturers carry.

D. How does this differ from what you are now getting?

See above.

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

Copes with proliferation of kit.

One supplier responsible for all faults.

F. Any disadvantages?

All eggs in one basket.

- G. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

These kinds of arrangements are fine where kit is generally trouble free.

In general, based on some experience with DEC, is not happy with ad-hoc service

cover and T K M.

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

Of interest, but is it PRACTICAL. Believes service companies have a management problem

4. What do you think is the best way to market and sell this idea to your company and others?

Emphasise the true point « only one case to kick » but have to overcome -ve. of « all eggs in one basket »

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>work of engineers in patch.</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 40%; text-align: center;">Hardware</th> <th style="width: 50%; text-align: center;">Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td><u>£30,000</u> <u>up from 22 10%</u></td> <td style="text-align: center;">-</td> </tr> <tr> <td>1984</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>1985</td> <td>_____</td> <td>_____</td> </tr> </tbody> </table>		Hardware	Software	1983	<u>£30,000</u> <u>up from 22 10%</u>	-	1984	_____	_____	1985	_____	_____	<p>What is your attitude to remote diagnostics?</p> <p><u>more use of this system.</u></p> <p><u>- don't expect us calling this kind.</u></p>
	Hardware	Software												
1983	<u>£30,000</u> <u>up from 22 10%</u>	-												
1984	_____	_____												
1985	_____	_____												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>YES - increase their spare holding - 12 months ago was getting worse - has caused problems</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>- pay for the attitude of preventive maintenance - insurance will pay for it</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>Not for the time being - UNION bugger - but considered when the problems - better come if T.P.M. about this</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>- support remote sites well (8 Detroit)</u></p> <p><u>- high skilled engineers well trained</u></p> <p><u>- line level of support</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail</p> <p style="text-align: center;"><u>NON E</u></p>	<p>What really annoys you about maintenance?</p> <p><u>- cost of AD HOC maintenance - week ends</u></p> <p><u>"deal making"</u></p> <p><u>- comes straight to fix fault during time that to pay all hours.</u></p>												
<p><b>GENERAL INFORMATION</b></p>	<p>primary business of company <u>deliver cars / trucks / vans</u></p> <p>total number of employees <u>700</u></p> <p>number of EDP employees <u>14</u></p> <p>total EDP budget for <u>1983 £400,000 1984 £1,000,000</u></p> <p>are you buying new equipment in 1984? <u>Yes</u></p> <p>if yes, what? <u>Sony 1100</u></p>													
<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p>														
<p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>														

later.

Product Classification	Examples	Manufact-urer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)											
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 HON DPS7 UNI 90/50 DEC-10	UNI 90/30		5	6	5	4	7	6	-	5	5	8	7
Small Systems	IBM 8100 BUR 8800 HON DPS6 H-P 3000 NCR 8200	H-250		8	8	7	9	9	5	-	5	7	8	10
Peripherals and Terminals	Self explanatory	UNIVAC		5	6	5	5	5	5	-	5	4	8	9
Data Communi-cations	Modems Multiplexers Tech Control	PACM		9	9	9	10	-	-	9	7	5	3	10
Personal Computer	Self explanatory	—												
Word Proc.	Self explanatory													
Work Stations	Self explanatory	—												
PBAX	Self explanatory	PO												
Copier Fax	Self explanatory													
Other														
WARE System	Self explanatory													
WARE Applic.	Self explanatory													

What a terrible questionnaire. I'm afraid I've lost patience with it. You need to redesign to get a better response. A minimum of 5 minutes to

— regular calls not rec.

What a terrible questionnaire. I'm afraid I've lost patience with it. You need to redesign to get a better response. A maximum of 5 minutes to complete.

W. DOWTON.

01-592-6666



Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 4. 10. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL MILGO</u>	<u>RACAL MILGO</u>	<u>2</u>	<u>T&amp;M</u>	<u>—</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other <u>LINE DRIVERS</u>	<u>RACAL MILGO</u>	<u>RACAL MILGO</u>	<u>2</u>	<u>T&amp;M</u>	<u>—</u>

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	<u>MONARCH 120</u>	<u>BT</u>	<u>1</u>	<u>CONTRACT</u>	<u>—</u>
Personal Computer	_____	_____	_____	_____	_____
Work Stations	<u>IBM</u>	<u>IBM</u>	<u>10</u>	<u>CONTRACT</u>	<u>Same day.</u>
Word Processors	_____	_____	_____	_____	_____
Teletex	_____	_____	_____	_____	_____
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not? \_\_\_\_\_

*NO*

*Not sufficient equipment to make worthwhile.*

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

C. What would the terms, conditions, and type of cover have to be?

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

F. Any disadvantages? \_\_\_\_\_

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

NOT INTERESTED

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

NO All is critical, and  
IBM commit to cover  
all equipment.

4. What do you think is the best way to market and sell this idea to your company and others?

THE INFORMATION OF EQUIPMENT WAS TAKEN FROM AT BEGINNING OF THIS YEAR, SOME OF THE FIGURES ARE A B.T. VALUES I HAVE NOTHING TO COMPARE.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p>WOULD APPRECIATE CALL ON PHONE FROM ENGINEER INDICATING WHEN HE WILL ARRIVE - DON'T LIKE WAITING IN HOPE</p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td>UNKNOWN</td> <td>UNKNOWN</td> </tr> <tr> <td>1984</td> <td>-</td> <td>✓</td> </tr> <tr> <td>1985</td> <td>✓</td> <td>✓</td> </tr> </tbody> </table>		Hardware	Software	1983	UNKNOWN	UNKNOWN	1984	-	✓	1985	✓	✓	<p>What is your attitude to remote diagnostics?</p> <p>NOT ENOUGH. EXPERIENCE TO FORM AN OPINION</p>
	Hardware	Software												
1983	UNKNOWN	UNKNOWN												
1984	-	✓												
1985	✓	✓												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p>WOULD LIKE TO SEE SOME STOCK OF PARTS AT STAFFORD OFFICE.</p>	<p>What is your attitude to preventive maintenance?</p> <p>CAN BE ADVANTAGEOUS IF MACHINE NOT DOWN FOR A CONSIDERABLE PERIOD</p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p>NO</p>												
<p>What are the best or most positive aspects of service?</p> <p>SERVICE ENGINEERS ARE VERY WELL TRAINED</p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p>NO</p>	<p>What really annoys you about maintenance?</p> <p>ENGINEER ASCERTAINING PROBLEM THEN HAVING TO TRAVEL FROM STAFFORD TO LEEDS FOR SPARE PARTS</p>												
<p>GENERAL INFORMATION</p>	<p>primary business of company SPECIAL STEEL MANUFACTURERS</p> <p>total number of employees 440</p> <p>number of EDP employees 13</p> <p>total EDP budget for 1983 — 1984 —</p> <p>are you buying new equipment in 1984? If yes, what? NO</p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <i>Andy Thomas</i></p> <p>PLEASE RETURN ASAP. TO: ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>												

# 1983 INPUT FIELD SERVICE SURVEY - USERS

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Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent										
				Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of service compared to salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 HON DPS7 UNI 90/60 DEC-10													
Small Systems	IBM 8100 BUR 8500 HON DPSE H-P 3000 NCR 8200	IBM.	-	7	7	5	5	8	NOT N/A	NOT N/A	6	6	4	9
Peripherals and Terminals	Self explanatory	IBM	-	7	8	5	1 8	1/2	1/2	1/2	6	6	4	5
Data Communications	Modems Multiplexers Tech Control	RACAL Lds Jence		-	-	-	-	-	-	-	-	-	-	-
Personal Computer	Self explanatory													
Word Proc.	Self explanatory													
Work Stations	Self explanatory	IBM	-	7	8	5	6	1/2	1/2	1/2	6	6	4	5
PBAX	Self explanatory													
Copier Fax	Self explanatory													
Other														
WARE System	Self explanatory	IBM	-	6	7	5	1/2	6	1/2	1/2	6	5	6	9
WARE Applic.	Self explanatory	C P Resermon C. Y. (W. K. S. H. C.)	-	8	8	8	-	-	-	-	7	9	8	9



## RACAL-MILGO

## Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

6.10.83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

1. May we, first, just verify the equipment you listed previously:
2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	RACAL-MILGO	RACAL-MILGO	14	CONTRACT	2HRS BUT
Multiplexers	BT	BT	6	CONTRACT	NEXT DAY
Digital Switching					
LAN's					
X25 Devices					
Other					

faults  
can be  
fixed over  
the phone

Office Products Equip

PDX					
(PBX, PABX, etc)	BT	BT	1	(CONTRACT)	good service
Personal Computer	{ Will be getting IBM PC's.				
Work Stations	SUPERBRAIN SHARP	Dist.	1	CONTRACT	Not yet failed.
Word Processors	IBM MEMOREX	IBM MEMOREX	26 26	CONTRACT CONTRACT	NEXT DAY
Teletex					
FAX					
Other					



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not?

YES, maybe - at moment the service work well could be of interest if they have greater diversity of equipment in office products.

N.B. BT service now good, much better than 12 months ago

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

Dont know.

C. What would the terms, conditions, and type of cover have to be?

Probably not different from at present.

But would like more discussion with engineers on phone to diagnose faults - this is often difficult at present - this could be extended.

D. How does this differ from what you are now getting?

See above.

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

One contact simplifies arrangement.

Helpful with more diverse kit.

F. Any disadvantages?

Need for specialists.

All the chickens are in one basket.

(Credit worries! eg Renault's inefficiency in paying bills leads to difficulties with their service suppliers  
∴ what if threat of withdrawal of service applied

6. What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

Retainer idea is of interest  
but for other ideas concern is:  
'How involved do you want to be  
in the maintenance activity -  
staff involved ∴ way of  
costs being transferred internally.

- H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} YES, already done to a  
certain extent eg peripherals  
on mainframes

4. What do you think is the best way to market and sell this idea to your company and others?

1) COST

2) Deficiencies in current service suppliers

BUT IBM mtrce very good.

<p>In your opinion, what are the worst features of the service you are receiving?</p> <p><u>IBM MARKETING &amp; DELIVERY</u></p> <p><u>IBM S/W-20 SUPPORT</u></p> <p><u>IBM SUPPORT IN TOTAL.</u></p>	<p>Approximately what are your total expenditures for maintenance?</p> <table border="1"> <thead> <tr> <th></th> <th>Hardware</th> <th>Software</th> </tr> </thead> <tbody> <tr> <td>1983</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>1984</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>1985</td> <td>_____</td> <td>_____</td> </tr> </tbody> </table>		Hardware	Software	1983	_____	_____	1984	_____	_____	1985	_____	_____	<p>What is your attitude to remote diagnostics?</p> <p><u>Not Interested - only</u></p> <p><u>Seems to work on</u></p> <p><u>communications problems</u></p>
	Hardware	Software												
1983	_____	_____												
1984	_____	_____												
1985	_____	_____												
<p>What changes should the vendor take to significantly improve the level of service?</p> <p><u>LET ME NOT TO</u></p> <p><u>RECOGNISE THAT THIS IS</u></p> <p><u>AS IMPORTANT AS SOLVING</u></p> <p><u>THE KIT.</u></p>	<p>What is your attitude to preventive maintenance?</p> <p><u>IT IS NECESSARY.</u></p>	<p>Have you considered using a Third Party Maintenance vendor, why or why not?</p> <p><u>No.</u></p> <p><u>Stability Communications</u></p> <p><u>Planning + Avoid Possible</u></p> <p><u>Difficulties.</u></p>												
<p>What are the best or most positive aspects of service?</p> <p><u>ACTION FAST FIXING</u></p> <p><u>IS REASONABLY GOOD.</u></p>	<p>Do you receive any special pricing or discount on your maintenance? Please detail.</p> <p><u>No</u></p>	<p>What really annoys you about maintenance?</p> <p><u>only Relating problems.</u></p>												
<p>GENERAL INFORMATION</p>	<table border="1"> <tr> <td data-bbox="625 1620 1110 1692"> <p>primary business of company</p> <p><u>Car Insurance.</u></p> </td> <td data-bbox="1110 1620 1583 1837" rowspan="4"> <p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p> </td> </tr> <tr> <td data-bbox="625 1692 1110 1765"> <p>total number of employees</p> <p><u>~ 900</u></p> </td> </tr> <tr> <td data-bbox="625 1765 1110 1837"> <p>number of EDP employees</p> <p><u>~ 20</u></p> </td> </tr> <tr> <td data-bbox="625 1837 1110 1909"> <p>total EDP budget for 1983                      1984</p> </td> </tr> <tr> <td data-bbox="625 1909 1110 2063"> <p>are you buying new equipment in 1984? If yes, what?</p> <p><u>Don't yet know.</u></p> </td> <td data-bbox="1110 1837 1583 2063"> <p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p> </td> </tr> </table>		<p>primary business of company</p> <p><u>Car Insurance.</u></p>	<p>ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.</p> <p>THANK YOU. <u>Andy Thomas</u></p>	<p>total number of employees</p> <p><u>~ 900</u></p>	<p>number of EDP employees</p> <p><u>~ 20</u></p>	<p>total EDP budget for 1983                      1984</p>	<p>are you buying new equipment in 1984? If yes, what?</p> <p><u>Don't yet know.</u></p>	<p>PLEASE RETURN ASAP. TO:</p> <p>ANDY THOMAS DIRECTOR FIELD SERVICE, INPUT LTD., AIRWORK HOUSE, 35 PICCADILLY, LONDON, W1V 9PB</p>					
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-3481

Planning Services For Management  
Call Wednesday.

INPUT



# 1983 INPUT FIELD SERVICE SURVEY - USERS

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Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent												
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Large Systems	IBM 308X BUR B5900 MON DPS7 UNI 90/60 DEC-10															
Small Systems	IBM 8100 BUR 8800 MON DPS6 H-P 3000 NCR 8200	IBM 4300 6134		6	5	4	8	3	5	1	4	5	3	8		
Peripherals and Terminals	Self explanatory	IBM STC NCR	→ AS ABOVE →	8	6	7	8	N/A	5	1	5	8	8	8		
				5	5	5	4	N/A	N/A	1	4	5	4	5		
Data Communications	Modems Multiplexers Tech Control	2ALCAL BT.		8	8	8	8	N/A	N/A	8	6	5	7	9		
				7	7	8	8	N/A	N/A	8	6	8	7	9		
OFFICE PRODUCTS	Personal Computer	Self explanatory														
	Word Proc.	Self explanatory														
	Work Stations	Self explanatory														
	PBAX	Self explanatory														
	Copier Fax	Self explanatory														
	Other															
SOFTWARE	System	Self explanatory	IBM	4	5	4	NA	4	4	1	4	4	3	5		
	Applic.	Self explanatory	in House	2			N/A									

RACAL-MILGO

Field Service Opportunities in the Electronic Office Market

Questionnaire

Respondent Company: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: 6. 10. 83

You were kind enough to respond to a previous INPUT market research survey and we would like to ask just a few follow-up questions regarding your datacommunications equipment and office products equipment.

- 1. May we, first, just verify the equipment you listed previously:
- 2. What type of service is currently being provided for: (e.g. T & M, Contract, Carry-in, etc).

<u>Datacom Equipment</u>	<u>Mfg</u>	<u>Servicer</u>	<u>Approx # Units</u>	<u>Type of Service</u>	<u>Response Time</u>
Modems	<u>RACAL-MILGO</u>	<u>RACAL-MILGO</u>	<u>12</u>	<u>CONTRACT</u>	<u>4 HRS</u>
Multiplexers	_____	_____	_____	_____	_____
Digital Switching	_____	_____	_____	_____	_____
LAN's	_____	_____	_____	_____	_____
X25 Devices	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

Office Products Equip

PDX	_____	_____	_____	_____	_____
(PBX, PABX, etc)	_____	_____	_____	_____	_____
Personal Computer	_____	_____	_____	_____	_____
Work Stations	<u>{ DEC + others }</u>	<u>HAMILTON RENTALS LTD</u>	<u>9 3</u>	<u>CONTRACT</u>	<u>NEXT DAY</u>
Word Processors	_____	_____	_____	_____	_____
Teletex	<u>{ CHEETAH TELEX }</u>	<u>CT</u>	<u>1</u>	<u>CONTRACT</u>	<u>-</u>
FAX	_____	_____	_____	_____	_____
Other	_____	_____	_____	_____	_____

+ N.B. Was somewhat critical of R-M procedures ie engineer will not make call until satisfied that all the test routines have been completed << We are very good at finding another test for you to run >>.



3. We would be interested to know if you would consider a blanket, all in one, maintenance contract for your datacommunications equipment and office products equipment. They would be your single contact for datacommunications and office products.

A. If not, why not?

YES, might be - depends on what  
is proposed - already using HAMILTON Rentals  
but unhappy with company charges here.

B. If you would consider this arrangement, what would the pricing requirements be, approximately?

NOT IMPORTANT

C. What would the terms, conditions, and type of cover have to be?

D. How does this differ from what you are now getting?

E. Apart from reducing the number of maintenance people involved, what other advantages would you foresee?

Administration simplified.

More clout.

F. Any disadvantages?

Having to deal with problems on a 1 by 1 basis  
Adequate training for staff to  
cover many different ranges of equipment.

enter  
as  
inadequate knowledge  
of equipment

What new, improved or extra services would you like to see for datacom and office products? (eg exchange, retainer, pick up and delivery etc)

Datacom Equipment:

Modems

Multiplexers

Digital Switching

LAN's

X25 Devices

Other

Not considered of interest

« Prepared to pay for  
a cosy feeling »  
ie security of service

Office Products Equipment:

PDX

(PBX, PABX, etc)

Personal Computer

Work Stations

Word Processors

Teletext

FAX

Other

H. Would you welcome a flexible scale of maintenance pricing, ie:-

Higher charges for better service

Lower charges for lesser service

} Could become Too TECHNICAL  
in attempting to justify  
but essentially good idea.

4. What do you think is the best way to market and sell this idea to your company and others?

Stress ability to have engineers on door-step  
able to get there quickly and  
Continuity of service.









